ENGLISH

Life's Good

# USER GUIDE
# LM-K410EMW

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MFLXXXXXXXX (1.0)

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# About this user guide

Thank you for choosing this LG product. Please carefully read this user guide before using the device for the first time to ensure safe and proper use.

- Always use genuine LG accessories. The supplied items are designed only for this device and may not be compatible with other devices.
- Descriptions are based on the device default settings.
- Default apps on the device are subject to updates, and support for these apps may be withdrawn without prior notice. If you have any questions about an app provided with the device, please contact an LG Service Centre. For user-installed apps, please contact the relevant service provider.
- Modifying the device's operating system or installing software from unofficial sources may damage the device and lead to data corruption or data loss. Such actions will violate your LG licence agreement and void your warranty.
- Some content and illustrations may differ from your device, depending on the area, service provider, software version, or OS version, and are subject to change without prior notice.
- Software, audio, wallpaper, images, and other media supplied with your device are licenced for limited use. If you extract and use these materials for commercial or other purposes, you may be infringing copyright laws. As a user, you are fully responsible for the illegal use of media.
- Additional charges may incur for data services, such as messaging, uploading, downloading, auto-syncing and location services. To avoid additional charges, select a data plan suitable to your needs. Contact your service provider to obtain additional details.
- This user guide is written in major languages for each country. Depending on the language used, content may partly differ.

# Instructional notices



**WARNING**: Situations that could cause injury to the user and third parties.



**CAUTION**: Situations that may cause minor injury or damage to the device.



**NOTE**: Notices or additional information.

**Adapter shall be installed near the equipment and shall be easily accessible**

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# Guidelines for safe and efficient use

Please read these simple guidelines. Not following these guidelines may be dangerous or illegal.

Should a fault occur, a software tool is built into your device that will gather a fault log. This tool gathers only data specific to the fault, such as signal strength, cell ID position in sudden call drop and applications loaded. The log is used only to help determine the cause of the fault. These logs are encrypted and can only be accessed by an authorised LG Repair centre should you need to return your device for repair.

## Exposure to radio frequency energy

Radio wave exposure and Specific Absorption Rate (SAR) information.

This device has been designed to comply with applicable safety requirements for exposure to radio waves. These requirements are based on scientific guidelines that include safety margins designed to assure the safety of all persons, regardless of age and health.

- The radio wave exposure guidelines employ a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standardised methods with the device transmitting at its highest certified power level in all used frequency bands.
- While there may be differences between the SAR levels of various LG device models, they are all designed to meet the relevant guidelines for exposure to radio waves.
- The SAR limit recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) is 2 W/kg averaged over 10 g of tissue.
- The highest SAR value for this model tested for use at the ear is 0.369W/kg (10 g) and when worn on the body is 1.558W/kg (10 g).

- This device meets RF exposure guidelines when used either in the normal use position against the ear or when positioned at least 5 mm away from the body. When a carry case, belt clip or holder is used for body-worn operation, it should not contain metal and should position the product at least 5 mm away from your body. In order to transmit data files or messages, this device requires a quality connection to the network. In some cases, transmission of data files or messages may be delayed until such a connection is available. Ensure the above separation distance instructions are followed until the transmission is completed.

## Information about the RF exposure from FCC

In August 1996, the Federal Communications Commission (FCC) of the United States, with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to radio frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both international and U.S. standards. The design of this device complies with FCC guidelines and these international standards.

### Part 15.19 statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

### Part 15.21 Statement

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

# Body-worn Operation

This device was tested for typical bodyworn operations with the back of the device kept 0.39 inches (1cm) between the user's body and the back of the device. To comply with FCC RF exposure requirements, a minimum separation distance of 0.39 inches (1cm) must be maintained between the user's body and the back of the device.

Any beltclips, holsters, and similar accessories containing metallic components may not be used. Body-worn accessories that cannot maintain 0.39 inches (1cm) separation distance between the user's body and the back of the device, and have not been tested for typical body-worn operations may not comply with FCC RF exposure limits and should be avoided.

## Part 15.105 Statement

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Product care and maintenance

- Use only in-box accessories which are authorised by LG. LG does not guarantee any damage or failure which is caused by third party accessories.
- Some contents and illustrations may differ from your device without prior notice.
- Do not disassemble this unit. Take it to a qualified service technician when repair work is required.
- Repairs under warranty, at LG's discretion, may include replacement parts or boards that are either new or reconditioned, provided that they have functionality equal to that of the parts being replaced.
- Keep away from electrical appliances such as TVs, radios and personal computers.
- The unit should be kept away from heat sources such as radiators or cookers.
- Do not drop.
- Do not subject this unit to mechanical vibration or shock.
- Switch off the device in any area where you are required to by special regulations. For example, do not use your device in hospitals as it may affect sensitive medical equipment.
- Do not handle the device with wet hands while it is being charged. It may cause an electric shock and can seriously damage your device.
- Do not charge a handset near flammable material as the handset can become hot and create a fire hazard.
- Use a dry cloth to clean the exterior of the unit (do not use solvents such as benzene, thinner or alcohol).
- Do not charge the device when it is on soft furnishings.
- The device should be charged in a well ventilated area.
- Do not subject this unit to excessive smoke or dust.
- Do not keep the device next to credit cards or transport tickets; it can affect the information on the magnetic strips.
- Do not tap the screen with a sharp object as it may damage the device.
- Do not expose the device to liquid or moisture.
- Use accessories like earphones cautiously. Do not touch the antenna unnecessarily.

- Do not use, touch or attempt to remove or fix broken, chipped or cracked glass. Damage to the glass display due to abuse or misuse is not covered under the warranty.
- Your device is an electronic device that generates heat during normal operation. Extremely prolonged, direct skin contact in the absence of adequate ventilation may result in discomfort or minor burns. Therefore, use care when handling your device during or immediately after operation.
- If your device gets wet, immediately unplug it to dry off completely. Do not attempt to accelerate the drying process with an external heating source, such as an oven, microwave or hair dryer.
- The liquid in your wet device, changes the colour of the product label inside your device. Damage to your device as a result of exposure to liquid is not covered under your warranty.
- A mobile device requires proper air circulation in order to dissipate heat. Direct skin contact and inadequate circulation of air flow to the device may cause the device to overheat. The device must be at least 1.0cm from between the user's body.
- Prevent dust of any other foreign substances from getting into the Charger/ USB cable port. It may cause heat or fire.
- Avoid exposing the device to low air pressure at high altitude.
- Do not expose the device to extremely low air pressure. Otherwise, it can cause explosion of the battery or leakage of flammable liquid or gas.
- Please ensure that the product does not get in contact with liquid. Do not use or recharge the product if it is wet. Once the product becomes wet, the liquid damage indicator changes color. Please note that this will limit you from receiving any free-of-charge repair services provided under warranty.

# Efficient device operation

## Electronics devices

All devices may receive interference, which could affect performance.

- Do not use your device near medical equipment without requesting permission. Please consult your doctor to determine if operation of your device may interfere with the operation of your medical device.
- Pacemaker manufacturers recommend that you leave at least 15 cm of space between other devices and a pacemaker to avoid potential interference with the pacemaker.
- This device may produce a bright or flashing light.
- Some hearing aids might be disturbed by devices.
- Minor interference may affect TVs, radios, PCs etc.
- Use your device in temperatures between 0 °C and 40 °C, if possible. Exposing your device to extremely low or high temperatures may result in damage, malfunction, or even explosion.

# Road safety

Check the laws and regulations on the use of devices in the area when you drive.

- Do not use a hand-held device while driving.
- Give full attention to driving.
- Pull off the road and park before making or answering a call if driving conditions so require.
- RF energy may affect some electronic systems in your vehicle such as car stereos and safety equipment.
- When your vehicle is equipped with an air bag, do not obstruct with installed or portable wireless equipment. It can cause the air bag to fail or cause serious injury due to improper performance.
- If you are listening to music whilst out and about, please ensure that the volume is at a reasonable level so that you are aware of your surroundings. This is of particular importance when near roads.

## Avoid damage to your hearing



To prevent possible hearing damage, do not listen at high volume levels for long periods.

Damage to your hearing can occur if you are exposed to loud sound for long periods of time. We therefore recommend that you do not turn on or off the handset close to your ear. We also recommend that music and call volumes are set to a reasonable level.

- When using headphones, turn the volume down if you cannot hear the people speaking near you, or if the person sitting next to you can hear what you are listening to.

- Excessive sound pressure from earphones and headphones can cause hearing loss.

## Glass Parts

Some parts of your device are made of glass. This glass could break if your device is dropped on a hard surface or receives a substantial impact. If the glass breaks, do not touch or attempt to remove it. Stop using your device until the glass is replaced by an authorised service provider.

## Blasting area

Do not use the device where blasting is in progress. Observe restrictions and follow any regulations or rules.

## Potentially explosive atmospheres

- Do not use your device at a refueling point.
- Do not use near fuel or chemicals.
- Do not transport or store flammable gas, liquid or explosives in the same compartment of your vehicle as your device or accessories.

## In aircraft

Wireless devices can cause interference in aircraft.

- Turn your device off before boarding any aircraft.
- Do not use it on the ground without permission from the crew.

## Children

Keep the device in a safe place out of the reach of small children. It includes small parts which may cause a choking hazard if detached.

## Emergency calls

Emergency calls may not be available on all mobile networks. Therefore you should never depend solely on your device for emergency calls. Check with your local service provider.

## Battery information and care

- You do not need to completely discharge the battery before recharging. Unlike other battery systems, there is no memory effect that could compromise the battery's performance.
- Use only LG batteries and chargers. LG chargers are designed to maximise the battery life.
- Do not disassemble or short-circuit the battery.
- Keep the metal contacts of the battery clean.
- Replace the battery when it no longer provides acceptable performance. The battery pack may be recharged hundreds of times before it needs replacing.
- Recharge the battery if it has not been used for a long time to maximise usability.
- Do not expose the battery charger to direct sunlight or use it in high humidity, such as in the bathroom.
- Do not leave the battery in hot or cold places, as this may deteriorate battery performance.
- Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.
- Always unplug the charger from the wall socket after the device is fully charged to save unnecessary power consumption of the charger.

- Actual battery life will depend on network configuration, product settings, usage patterns, battery and environmental conditions.
- Make sure that no sharp-edged items such as animal's teeth or claws, come into contact with the battery. This could cause a fire.

## Securing personal information

- Make sure to protect your personal information to prevent data leakage or misuse of sensitive information.
- Always back up important data while using the device. LG is not responsible for any data loss.
- Make sure to back up all data and reset the device when disposing of the device to prevent any misuse of sensitive information.
- Read the permission screen carefully while downloading applications.
- Be cautious using the applications that have access to multiple functions or to your personal information.
- Check your personal accounts regularly. If you find any sign of misuse of your personal information, ask your service provider to delete or change your account information.
- If your device is lost or stolen, change the password of your account to secure your personal information.
- Do not use applications from unknown sources.

**Notice for Battery replacement**

- Li-Ion Battery is a hazardous component which can cause injury.
- Battery replacement by a non-qualified professional can cause damage to your device.
- Do not replace the battery by yourself. The battery can be damaged, which can cause overheat and injury. The battery must be replaced by a qualified professional. The battery should be recycled or disposed separately from household waste.
- In case this product contains a battery incorporated within the product which cannot be readily removed by end-users, LG recommends that only qualified professionals remove the battery, either for replacement or for recycling at the end of this product's working life. To prevent damage to the product, and for their own safety, users should not attempt to remove the battery and should contact LG Service Helpline, or other independent service providers for advice.
- Removal of the battery will involve dismantling of the product case, disconnection of the electrical cables/ contacts, and careful extraction of the battery cell using specialised tools. If you need the instructions for qualified professionals on how to remove the battery safely, please visit *http://www.lge.com/global/sustainability/environment/take-back-recycling.*

# 01

# Custom-designed Features

# Camera features

## Wide-angle camera

You can take photos or record videos with a wider range than your actual field of vision by using the wide-angle on the rear camera.

Tap ◯ > , then tap ⚠ / 〰 to switch between the standard and wide-angle.

- See *Starting the camera* for details.
- You can switch between the standard and wide-angle camera lenses on the rear camera only.

# Portrait

You can take a sharp portrait by applying the camera lens blur effect.

1 Tap ◯ > , then tap **Portrait**.

2 Tap ◯ to take a photo.

- To adjust blur strength, drag the slide bar to the left or right.

- Keep the distance to your subject within 1.3 ~ 5.0 feet when using the rear camera.
- This feature is not available if the surroundings are too dark.
- After applying this feature, tap the desired position on the preview screen to automatically apply the exposure value and focus when using the rear camera, or exposure value only when using the front camera.

# AI CAM

You can effectively take photos or record videos since the camera recognises the object when taking a photo or recording a video.

1 Tap ◯ > , then tap **AI CAM**.

2 When the object is recognised, the best effect for the scene is applied.

- To apply other effects, tap the scene icon.
- Pet, city, flower, food, landscape, person, sunset, auto, total 8 categories can be recognised automatically.

- The result of the scene recognition may differ depending on the illumination or the location of the subject while taking photos. Keywords do not appear on the actual photos or videos.
- This feature is available only when the front and rear cameras are in the Auto mode.

# Gallery features

## Creating a movie

You can create a new movie by putting images and videos together.

1 Tap ◯ > ⛰ > **Photos** tab, then tap ⋮ > **Create movie**.
You can also tap ◯ > ⛰ > **Play** tab, then tap ⋮ > **Create movie**.

2 Select images or videos for your movie and tap **Next**.

3 Edit the selected images and videos and then tap **Save**.

## Deleting files

You can select images or videos to delete from your video by tapping ⊗ at its thumbnail.

## Adding files

You can select images or videos to add after tapping + at the bottom of the screen. You can also select the images or videos you have already previously added.

- Touch and hold a file, and then tap another file for multiple selection.

## Rearranging files

To rearrange the images and videos, touch and hold the file you want to move, then dragging it to the desired location.

## Resetting the movie edits

You can reset the edits made to the movie (e.g. play time) by tapping ↺.

## Previewing a file

Check your new video before saving it by tapping ▷. After the playback time elapses, the next file is played automatically.

- A maximum of 50 images and videos can be used to create a video.
- The playback time for an image is 3 seconds by default and it cannot be changed. Videos can be trimmed down to a minimum of 1 second.
- This feature may not support some image or video formats.

# Making a GIF

You can easily make a GIF file using recorded videos or photos.

## Making a GIF by using recorded videos

1 At the desired starting point while watching a video, tap GIF.

2 Select the length of the GIF you want to create.

- GIF is generated for the time selected from the current time.
- For videos less than 5 seconds, GIF images are automatically generated for the remaining time.

## Making a GIF by using photos

1 While viewing an album, tap ⋮ > **Create GIF**.

2 Select the desired photos to create a GIF file and then tap **Next**.

- You can add more images and adjust the GIF speed, screen ratio, and file order.

⚠
- You may use this feature solely for creative purposes. The use of this feature involving infringement of any other person's rights, such as copyright or defamatory or offensive statements, may be subject to civil, criminal, or administrative liabilities and/or penalties under applicable laws. You shall not copy, reproduce, distribute, or otherwise make illegal use of any copyrighted materials without permission of the rightful owner or copyright holder. To the fullest extent permitted by applicable law, LG Electronics disclaims all expressed and implied warranties as well as liabilities associated thereto.
- A maximum of 100 images can be used to create a GIF file.

# Sound quality and effects features

## DTS:X 3D Surround

You can play a song or video in three-dimensional, immersive and vivid sound. To use this feature, connect earphones, speaker or other external audio devices to your device.

Tap ◯ > **Settings** > **Sound** > **Sound quality and effects** > **DTS:X 3D Surround**, then tap ◯ to activate this feature.

### Adjusting the sound direction

You can adjust the sound direction as desired.

1 Tap ◯ > **Settings** > **Sound** > **Sound quality and effects** > **DTS:X 3D Surround**.

2 Select sound direction.

# Google Assistant

## Google Assistant overview

You can launch or use desired apps with your voice.

- To use this feature, first connect to the network and sign in to your Google Account.
- This feature may not work properly or voice recognition accuracy may decrease in areas where Wi-Fi or mobile network signal strength is weak.
- This function may be not supported, or the supported languages may differ depending on the service area.

## Launching Google Assistant

1 Press and hold ◯ from the Home screen to launch **Google Assistant**.

2 Tap **GET STARTED**.

3 Follow the on-screen instructions and say **"Ok Google"**.

- The device saves your voice data for recognition.

4 Tap **Save**.

## Launching Google Assistant with your voice

1 Say **"Ok Google"** when the screen is turned on.

2 Say a command or question when **"Hi, how can I help?"** appears on the screen.

## Launching Google Assistant from the Home screen

1 Touch and hold ◯ on the Home screen.

2 Say a command or question when **"Hi, how can I help?"** appears on the screen.

- Voice recognition accuracy may decrease if you speak with an unclear voice or in a noisy place. When you use the voice recognition feature, increase its accuracy by speaking with a clear voice in a quiet place.

# Fingerprint recognition

## Fingerprint recognition overview

You must register your fingerprint on your device first before using the fingerprint recognition function.

You can use the fingerprint recognition function in the following cases:

- To unlock the screen.
- To view the locked content in the QuickMemo+.
- Confirm a purchase by signing in to an app or identifying yourself with your fingerprint.

- Your fingerprint can be used by the device for user identification. Very similar fingerprints from different users may be recognised by the fingerprint sensor as the same fingerprint.
- If the device cannot detect your fingerprint, or you forgot the value specified for registration, visit the nearest LG Customer Service Centre with your device and ID card.

### Precautions for fingerprint recognition

Fingerprint recognition accuracy may decrease due to a number of reasons. To maximise the recognition accuracy, check the following before using the device.

- The device has a fingerprint sensor. Ensure that the fingerprint sensor is not damaged by a metallic object, such as coin or key.
- When water, dust or other foreign substance is on the fingerprint sensor or your finger, the fingerprint registration or recognition may not work. Clean and dry your finger before having the fingerprint recognised.
- A fingerprint may not be recognised properly if the surface of your finger has a scar or is not smooth due to being soaked in water.

- If you bend your finger or use the fingertip only, your fingerprint may not be recognised. Make sure that your finger covers the entire surface of the fingerprint sensor.
- Scan only one finger for each registration. Scanning more than one finger may affect fingerprint registration and recognition.
- The device may generate static electricity if the surrounding air is dry. If the surrounding air is dry, avoid scanning fingerprints, or touch a metallic object such as coin or key before scanning fingerprints to remove static electricity.

## Registering fingerprints

You can register and save your fingerprint on the device to use fingerprint identification.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Fingerprints**.

- A lock screen must be set to use this feature.
- If the screen lock is not active, configure the lock screen by following the on-screen instructions. See *Setting a screen lock* for details.

2 Locate the fingerprint sensor on the back of the device and gently put your finger on it to register the fingerprint.

- Gently press the fingerprint sensor so that the sensor can recognise your fingerprint.
- Ensure that your fingertip covers the entire surface of the fingerprint sensor.

3 Follow the on-screen instructions.
   - Repeat scanning the fingerprint by moving your finger little by little until the fingerprint registers.

4 When the fingerprint registration is done, tap **OK**.
   - Tap **Add more** to register another fingerprint. If you register only one fingerprint and the corresponding finger is not in a good condition, the fingerprint recognition may not work well. As the preventive measure against this kind of situation, register multiple fingerprints.

## Managing fingerprints

You can edit or delete registered fingerprints.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Fingerprints**.

2 Unlock according to the specified lock method.

3 From the fingerprint list, tap a fingerprint to rename it. To delete it, tap 🗑.

## Unlocking the screen with a fingerprint

You can unlock the screen or view the locked content by using your fingerprint. Activate the desired function:

1 Tap ◯ > **Settings** > **Lock screen & security** > **Fingerprints**.

2 Unlock according to the specified lock method.

3 On the fingerprint settings screen, activate the desired function:
   - **Screen lock**: Unlock the screen with a fingerprint.
   - **Content lock**: Unlock content with a fingerprint. To do this, make sure that the content lock is set.

# Multi-tasking feature

## Multi window

You can use two apps at the same time by separating the screen into the multiple windows.

1 Tap ▢ from the Home touch buttons.
- Recently-used apps appear.

2 Tap ⊟ at the top of the desired app to use the Multi window feature.
- The selected app appears at the top half of the screen.

Alternatively,

1 Touch and hold ▢ while using an app.
- Recently-used apps appear on the split screen.

2 Tap ⊟ at the top of the desired app to use the Multi window feature.
- The selected app appears at the bottom half of the screen.

- To deactivate the Multi window feature, touch and hold ⊟ on the Home touch button.
- To adjust the size of the split screen, drag — at the center of the screen.
- The Multi window feature is not supported by some LG apps and the apps downloaded from the Play Store.

## Overview screen

The Overview screen provides a preview of your recently used apps.

To view the list of recently used apps, tap ▢ on the Home, then tap the displayed app.

# 02

# Basic Functions

# Product components and accessories

The following items are included with your device.

- Device
- Stereo headset
- USB cable
- Jelly Phone Case
- Charger
- Quick Start Guide
- Ejection pin

- The items described above may be optional.
- The items supplied with the device and any available accessories may vary depending on the area and service provider.
- Always use genuine LG Electronics accessories. Using accessories made by other manufacturers may affect your device's call performance or cause malfunctions. This may not be covered by LG's repair service.
- Some of the device parts are made of tempered glass. If you drop your device on a hard surface or subject it to severe impact, the tempered glass may be damaged. If this happens, stop using your device immediately and contact an LG Customer Service Centre.

- If any of these basic items are missing, contact the dealer from which you purchased your device.
- To purchase additional items, contact an LG Customer Service Centre.
- Some items in the product box are subject to change without notice.
- The appearance and specifications of your device are subject to change without notice.
- Device specifications may vary depending on the area or service provider.
- Remove the protective film from the Fingerprint sensor before use of the fingerprint recognition feature.

# Parts overview

**Do NOT attempt to remove the back cover by yourself.**

Doing so may severely damage the battery and device, which could cause overheating, fire, and injury. This device's back cover and battery are not to be removed or replaced by a non-qualified professional.

- Proximity/Ambient light sensor
  - Proximity sensor: During a call, the proximity sensor turns off the screen and disables touch functionality when the device is in close proximity to the human body. It turns the screen back on and enables touch functionality when the device is outside a specific range.
  - Ambient light sensor: The ambient light sensor analyses the ambient light intensity when the auto-brightness control mode is turned on.
- Volume keys
  - Adjust the volume for ringtones, calls or notifications.
  - While using the Camera, gently press a Volume key to take a photo. To take continuous photos, press and hold the Volume key.
  - Press the Volume Down (-) key twice to launch the Camera app when the screen is locked or turned off. Press the Volume Up (+) key twice to launch Capture+.
- Power/Lock key
  - Briefly press the key when you want to turn the screen on or off.
  - Press and hold the key when you want to select a power control option.
- Google Assistant key
  - Your device has the Google Assistant built-in. Find answers and get things done while on-the-go. To get started, just tap the Google Assistant key on the side of the phone.
  - Activate Google Assistant. See the *Google Assistant* for details.

- Fingerprint sensor
  - Turn on the fingerprint recognition feature to simplify the process of unlocking the screen. See *Fingerprint recognition overview* for details.

- Some functions may be restricted for access, depending on the device specifications.
- The rear of the device includes a built-in NFC antenna. Be cautious when handling the device to avoid damaging or covering the NFC antenna.
- Do not put heavy objects on the device or sit on it. Failure to do so may damage the touch screen.
- Screen-protective film or accessories may interfere with the proximity sensor.
- If your device is wet or is being used in a humid place, the touch screen or buttons may not function properly.

Hold the device correctly as shown below. If you cover the microphone hole with a hand, finger, or protective case while using the device, you may sound unclear during a call.

# Turning the power on or off

## Turning the power on

When the power is turned off, press and hold the Power/Lock key.

- When the device is turned on for the first time, initial configuration takes place. The first booting time for the smart phone may be longer than usual.

## Turning the power off

Press and hold the Power/Lock key, then select Power off.

## Restarting the device

When the device is not working properly or does not respond, restart it by following the instructions below.

1. Press and hold the Power/Lock key and the Volume Down (-) key at the same time until the power is turned off.
2. When the device is restarted, release the key.

## Power control options

Press and hold the Power/Lock key, then select an option.

- **Power off**: Turn the device off.
- **Power off and restart**: Restart the device.

# Installing the SIM card

Insert the SIM (Subscriber Identity Module) card provided by your service provider to start using your device.

⚠ • Be careful with the ejection pin since it has a sharp edge.

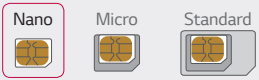
1 Insert the ejection pin into the hole on the card tray.

2 Pull out the card tray.

3 Put the SIM card on the card tray with the gold-coloured contacts facing downwards.
Put the primary SIM card on the SIM card tray 1 and the secondary SIM card on the SIM card tray 2.

4 Insert the card tray back into the slot.

- This device supports only Nano SIM cards.




  - For problem-free performance, it is recommended to use the device with the correct type of SIM card. Always use a factory-made SIM card supplied by the operator.
  - If you insert the card tray into your device while the card tray is wet, your device may be damaged. Always make sure the card tray is dry.

## Precautions when using the SIM card

- Do not lose your SIM card. LG is not responsible for damage and other issues caused by loss or transfer of a SIM card.
- Be careful not to damage the SIM card when you insert or remove it.

# Inserting the memory card

Insert the memory card into your device.

Depending on the memory card manufacturer and type, some memory card may not be compatible with your device.

1 Insert the ejection pin into the hole on the card tray.

2 Pull out the card tray.

3 Put the memory card on the card tray with the gold-coloured contacts facing downwards.

4 Insert the card tray back into the slot.

- Some memory cards may not be fully compatible with the device. If you use an incompatible card, it may damage the device or the memory card, or corrupt the data stored in it.

- Frequent writing and erasing of data may shorten the memory card lifespan.

# Removing the memory card

Unmount the memory card before removing it for safety.

1 Tap ◯ > **Settings** > **Storage** > ⏏.

2 Insert the ejection pin into the hole in the card tray and then pull out the card tray from the device.

3 Remove the memory card from the card tray.

4 Insert the card tray back into the slot.

⚠ • Do not remove the memory card while the device is transferring or accessing information. This may cause data to be lost or corrupted, or may damage the memory card or the device. LG is not responsible for losses that result from the abuse or improper use of memory cards, including the loss of data.

# Battery

## Charging the battery

Before using the device, fully charge the battery.

Charge the device with the USB Type-C cable.

- Do not use the external terminal, charging cable or gender for the device in presence of moisture. This may cause fire, electric shock, injury, or device malfunction. If there is moisture, stop using the device immediately and remove the moisture completely.
- Make sure to use the USB cable provided with your device.
- Make sure to use an LG-approved charger and charging cable. Charging the battery with a third-party charger may cause the battery to explode or may damage the device.
- Your device has an internal rechargeable battery. For your safety, do not remove the embedded battery.
- Using the device when it is charging may cause electric shock. To use the device, stop charging it.

- Remove the charger from the power socket after the device is fully charged. This prevents unnecessary power consumption.
- Another way to charge the battery is by connecting a USB cable between the device and a desktop or laptop computer. This may take a longer time than plugging the adapter to a wall outlet.
- Do not charge the battery by using a USB hub that is unable to maintain the rated voltage. Charging may fail or unintentionally stop.

## Precautions when using the device

- Make sure to use the USB cable provided; do not use third party USB cables or chargers with your device. The LG limited warranty does not cover the use of third party accessories.
- Failure to follow the instructions in this guide and improper use may damage the device.

## Using the battery efficiently

Battery lifespan may decrease if you keep many apps and functions running simultaneously and continuously.

Cancel background operations to increase battery life.

To minimise battery consumption, follow these tips:

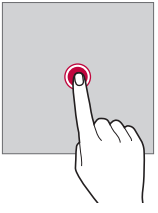
- Turn off the **Bluetooth®** or Wi-Fi network function when not using them.
- Set the screen timeout to as short a time as possible.
- Minimise the screen brightness.
- Set a screen lock when the device is not used.
- Check the battery level while using any downloaded apps.

# Touch screen

You can familiarise yourself with how to control your device by using touch screen gestures.

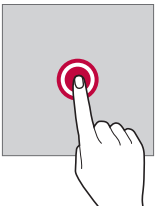
### Tapping

Lightly tap with your fingertip to select or run an app or option.



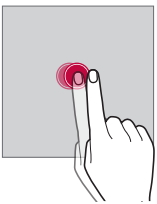
## Touching and holding

Touch and hold for several seconds to display a menu with available options.



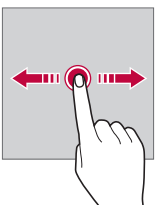
## Double-tapping

Tap twice quickly to zoom in or out on a web page or map.



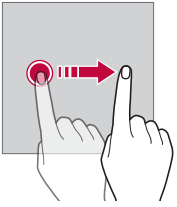
## Dragging

Touch and hold an item, such as an app or widget, then move your finger to another location in a controlled motion. You can use this gesture to move an item.



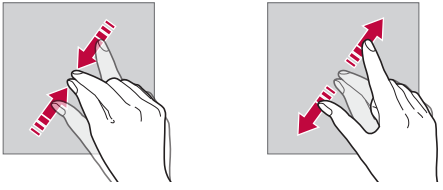
## Swiping

Touch the screen with your finger and move it quickly without pausing. You can use this gesture to scroll through a list, a web page, photos, screens, and more.



## Pinching and spreading

Pinch two fingers to zoom out such as on a photo or map. To zoom in, spread your fingers apart.



⚠ • Do not expose the touch screen to excessive physical shock. You might damage the touch sensor.

- A touch screen failure may occur if you use the device near a magnetic, metallic or conductive material.
- If you use the device under bright lights, such as direct sunlight, the screen may not be visible, depending on your position. Use the device in a shady location or a location with an ambient light that is not too bright and bright enough to read books.
- Do not press the screen with excessive force.
- Gently tap with your fingertip on the option you want.
- Touch control may not work properly if you tap while wearing a glove or by using the tip of your fingernail.
- Touch control may not work properly if the screen is moist or wet.
- The touch screen may not function properly if a screen-protective film or accessory purchased from a third party store is attached to the device.
- Displaying a static image for extended periods of time may result in after-images or screen burn-in. Turn off the screen or avoid displaying the same image for a long time when you do not use the device.

# Home screen

## Home screen overview

The Home screen is the starting point for accessing various functions and apps on your device. Tap ◯ on any screen to directly go to the Home screen.

You can manage all apps and widgets on the Home screen. Swipe the screen left or right to view all installed apps at a glance.

## Home screen layout

You can view all apps and organise widgets and folders on the Home screen.

- The Home screen may differ depending on the manufacturer policy, user settings, software version or service provider.

- **Status bar**: View status icons, the time and the battery level.
- **Weather widget**: View the information of weather and time for a specific area.
- **Google Search widget**: Type or speak to open Google Search.
- **Page icon**: Display the total number of Home screen canvases. You can tap the desired page icon to go to the page you selected. The icon reflecting the current canvas will be highlighted.
- **Quick access area**: Fix main apps at the bottom of the screen so that they can be accessed from any Home screen canvas.
- **Home touch buttons**
  - ◁ : Return to the previous screen. Close the keypad or pop-up windows.
  - ◯ : Tap to go to the Home screen. To launch Google Assistant, touch and hold.
  - ☐ : Tap to view a list of recently used apps or run an app from the list. To delete all the recently used apps, tap **CLEAR ALL**. To use two apps at the same time with the Multi window feature, touch and hold the button while using an app.
  - : Choose which SIM card you are going to use. Tap and hold to configure the Dual SIM card settings.

## Changing the style of the Home touch buttons

You can change the style of the Home touch buttons.

1 Tap ◯ > **Settings** > **Display** > **Home touch buttons**.

2 Under **STYLE**, select **Gesture and buttons** or **Buttons only** to suit your preferences.

- **Gesture and buttons**: Back button ‹ and Home button ⬭ are available. To see recent apps, swipe the Home button ⬭ up.
- **Buttons only**: ◁ / ◯ / ☐ are available. Tap ☐ to see recent apps.

## Editing the Home touch buttons

You can rearrange the Home touch buttons or add frequently used functions to the Home touch buttons area.

Tap ◯ > **Settings** > **Display** > **Home touch buttons** > **Button combination** and customise the settings.

- Several functions, including QSlide, Notification and Capture+, are provided.

## Hiding the Home touch buttons

You can hide the Home touch buttons to view in a larger screen while using an app.

1 Tap ◯ > **Settings** > **Display** > **Home touch buttons** > **Hide Home touch buttons**.

2 Select apps to hide the Home touch buttons while using the app, and tap ⊂⊃.

- The Home touch buttons disappear 3 seconds after the last touch.
- To view the Home touch buttons again, drag the bottom of the screen upwards.

## Lock/hide icon

The icon to lock or hide the Home touch buttons appears at the bottom left of the screen.

If you want to lock the Home touch buttons while hiding the buttons, tap □ on the left of the Home touch buttons.

To hide the Home touch buttons again, double-tap ■.

- Some features may not be supported while hiding the Home touch buttons.

# Status icons

When there is a notification for an unread message, calendar event or alarm, the status bar displays the corresponding notification icon. Check your device's status by viewing notification icons displayed on the status bar.

| | |
|---|---|
|  | No signal |
|  | Data is being transmitted over the network |
|  | Alarm is set |
|  | Vibrate mode is on |
|  | Bluetooth is on |
|  | Connected to a computer via USB |
|  | Battery level |
|  | Airplane mode is on |
|  | Missed calls |
|  | Wi-Fi is connected |
|  | Mute mode is on |
|  | GPS is on |
|  | Hotspot is on |
|  | No SIM card |
|  | The NFC mode is on |

- Some of these icons may appear differently or may not appear at all, depending on the device's status. Refer to the icons according to the actual environment and area in which you are using the device and your service provider.
- Displayed icons may vary, depending on the area or service provider.

# Notifications panel

You can open the notifications panel by dragging the status bar downward on the main screen.

- You can drag down the notice window or tap the arrow icon to open the list of quick setting icons.
- You can tap ✎ to add, delete or arrange icons in the notice window.
- If you touch and hold the icon, the settings screen for the corresponding function appears.

- You can use the notifications panel even on the lock screen. Drag the notifications panel while the screen is locked to quickly access the desired features.

## Switching the screen orientation

You can set the screen orientation to automatically switch according to the device's physical orientation.

On the notification panel, tap **Rotation** from the quick access icon list.

You can also tap ◯ > **Settings** > **Display** and activate **Auto-rotate screen**.

## Editing the Home screen

On the Home screen, touch and hold on an empty space, then select the desired action from below.

- To rearrange the Home screen canvases, touch and hold on a canvas, then drag it to another location.
- To add a widget to the Home screen, touch and hold on a blank area of the Home screen, then select **Widgets**.
- To change wallpapers, themes, and icons, touch and hold on a blank area of the Home screen, then select **Wallpaper & theme**.

  You can also tap ◯ > **Settings** > **Display** > **Wallpaper & theme**, then select wallpapers, themes, and icons, to apply to the device.

- To configure the Home screen settings, touch and hold on a blank area of the Home screen, then select **Home screen settings**. See *Home screen settings* for details.
- To view or reinstall the uninstalled apps, touch and hold on a blank area of the Home screen, then select **App trash**. See *App trash* for details.
- To change the default screen, touch and hold on a blank area of the Home screen, move to desired screen, tap ⌂, then tap the screen once more.

## Viewing the background theme

You can view only the background image by hiding the apps and widgets on the Home screen.

Spread two fingers apart on the Home screen.

- To return to the original screen, which displays apps and widgets, pinch your fingers on the Home screen or tap ◁.

## Moving apps on the Home screen

On the Home screen, touch and hold an app, then drag it to another location.

- To keep frequently used apps at the bottom of the Home screen, touch and hold an app, then drag it to the quick access area at the bottom.
- To remove an icon from the quick access area, drag the icon to the Home screen.

# Using folders from the Home screen

## Creating folders

On the Home screen, touch and hold an app, then drag it over another app.

- A new folder is created and the apps are added to the folder.

## Editing folders

On the Home screen, tap a folder and do one of the following actions.

- To edit the folder name and colour, tap the folder name.
- To add apps, touch and hold an app, then drag it over the folder and release it.
- To remove an app from the folder, touch and hold the app and drag it to outside the folder. If the removed app is the only one app that existed in the folder, the folder is removed automatically.
- You can also add or remove apps after tapping ⊕ in the folder.



- You cannot change the folder colour while using downloaded theme.

# Home screen settings

You can customise the Home screen settings.

1 Tap ◯ > **Settings** > **Display** > **Home screen**.

2 Customise the following settings:

- **Select Home**: Select a Home screen mode.
- **Wallpaper**: Change the Home screen background wallpaper.
- **Screen swipe effect**: Select an effect to apply when the Home screen canvas switches.

- **Icon shape**: Choose if you want icons to have square or rounded corners.
- **Google feed**: Enable Google feed to show to the left of Home screen.
- **Sort apps by**: Set how apps are sorted on the Home screen.
- **Grid**: Change the app arrangement mode for the Home screen.
- **Hide apps**: Select which apps you want to hide from the Home screen.
- **Loop Home screen**: Enable to allow continuous Home screen scrolling (loop back to first screen after the last screen).
- **Search**: Search by swiping down on the Home screen.
- **Home screen lock**: Turn on to prevent apps and widgets from being rearranged or removed.

# Screen lock

## Screen lock overview

Your device's screen turns off and locks itself if you press the Power/Lock key. This also happens after the device is left idle for a specified period of time.

If you press the Power/Lock key when a screen lock is not set, the Home screen appears immediately.

To ensure security and prevent unwanted access to your device, set a screen lock.



- A screen lock prevents unnecessary touch input on the device screen and reduces battery consumption. We recommend that you activate the screen lock while not using the device.

## Setting a screen lock

There are several options available for configuring the screen lock settings.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Select screen lock** and then select the method you prefer.

2 Customise the following settings:

- **None**: Deactivate the screen lock function.
- **Swipe**: Swipe on the screen to unlock the screen.
- **Pattern**: Draw a pattern to unlock the screen.
- **PIN**: Enter a numeric password to unlock the screen.
- **Password**: Enter an alphanumeric password to unlock the screen.
- **Fingerprints**: Unlock the screen by using your fingerprint.



- If you incorrectly attempt to unlock the device 5 times, the screen is blocked for 30 seconds.

## Secure start-up settings

When you select Pattern, PIN or Password as a screen lock method, you can configure your device to be locked whenever turning on the device in order to secure your data.

- You cannot use all functions, except for emergency calls until you unlock the device.
- If you forget your decryption password, you cannot restore encrypted data and personal information.

## Precautions for the secure start-up feature

- If you forget your decryption password, you cannot restore encrypted data and personal information.
- Be sure to keep your screen lock passwords separately.
- If you enter the screen lock passwords incorrectly more than the specified times, the device automatically resets itself and the encrypted data and your personal information are deleted automatically and they cannot be restored.
- Be cautious not to enter incorrect screen lock passwords more than the specified times.
- When you turn on the device right after the device resets, encryption also starts. If you stop the encryption arbitrarily, the data may be damaged. Be sure to wait until the reset is completed.

## Customise Lock screen

You can customise lock screen.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Customise Lock screen**.

2 Select a function you want to set.
   - **Wallpaper**: Allows you to set the background for your Lock screen.
   - **Clock**: Allows you to set where to position the clock on the Lock screen.
   - **Shortcuts**: Allows you to choose apps to run on your Lock screen. This setting appears only when a screen lock is set.
   - **Contact info for lost phone**: Allows you to set text to be displayed on the Lock screen to identify the phone's owner.

# Secure lock settings

You can set secure lock settings.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Secure lock settings**.

2 Select a function you want to set.

- **Make pattern visible**: Allow you to make pattern visible.
- **Lock timer**: Allows you to set the amount of time before the screen automatically locks after the backlight turns off (time-out due to inactivity).
- **Power key instantly locks**: Enable this option to instantly lock the screen when the Power/Lock key is pressed. This setting overrides the Security Lock timer setting.
- **Show lockdown option**: Allow you to show power menu option to turn off Lock screen notifications, Smart Lock and biometric locks.
- **Smart Lock**: Allows you to set trusted devices, places, voice, and/or on-body detection that will allow your phone to remain unlocked.



- Menus you can set may be different depending on lock screen methods you choose.

# KnockON

You can turn the screen on or off by double-tapping the screen.

- This option is available only on the Home screen provided by LG. It may not function properly on a custom launcher or on the Home screen installed by the user.
- When tapping the screen, use your fingertip. Do not use a fingernail.
- To use the KnockON feature, make sure that the proximity/light sensor is not blocked by a sticker or any other foreign substance.

## Turning the screen on

Double-tap the middle of the screen.

- Tapping the top or bottom of the screen may decrease the recognition rate.

## Turning the screen off

Double-tap on an empty space on the Home screen and Lock screen.

You can also double-tap an empty space on the status bar.

## Disable KnockON

If you don't want to use the KnockON function, set as follows:

Tap ◯ > **Settings** > **Extensions** > **KnockON** and drag it to disable the function.

# Memory card encryption

You can encrypt and protect data saved on the memory card. The encrypted data in the memory card cannot be accessed from another device.

1 Tap ◯ > **Settings** > **Lock screen & security** > **Encryption & credentials** > **Encrypt SD card**.

2 Read the on-screen overview of memory card encryption and then tap **Continue** to continue.

3 Select an option and tap **Encrypt now**.

- **New data encryption**: Encrypt only data that is saved on the memory card after encryption.
- **Full encryption**: Encrypt all the data currently saved on the memory card.
- **Exclude media files**: Encrypt all files, except for media files such as music, photos and videos.

- Once memory card encryption starts, some functions are not available.
- If the device is turned off while encryption is underway, the encryption process will fail, and some data may be damaged. Therefore, be sure to check if the battery level is sufficient before starting encryption.
- Encrypted files are accessible only from the device where the files were encrypted.
- The encrypted memory card cannot be used on another LG device. To use the encrypted memory card on another mobile device, format the card.
- You can activate memory card encryption even when no memory card is installed into the device. Any memory card that is installed after encryption will automatically be encrypted.

# Taking screenshots

You can take screenshots of the current screen you are viewing.

## Via a shortcut

Press and hold the Power/Lock key and the Volume Down (-) key at the same time for at least two seconds.

- Screenshots can be viewed from the **Screenshots** folder in the **Gallery**.

## Via Capture+

On the screen where you want to take a screenshot, drag the status bar downwards, then tap .

- When the screen is turned off or locked, you can access **Capture+** by pressing the Volume Up (+) key twice. To use this feature, tap > **Settings** > **Extensions** > **Shortcuts** and turn on **Open Capture+**.
- See *Writing notes on a screenshot* for details.

# Entering text

## Using the Smart toolbar

You can use various keyboard input methods in one place. You can select the desired input method from the top of the keyboard.

1. Select the desired keyboard input method from the Smart toolbar.
2. Tap and select the input method you want to show on the Smart tool, or reorganise them.

- LG keyboard is not default on your phone. You can change it from the keyboard settings.
- Some supporting input methods may differ depending on the device you have.
- You can turn on or off the Smart tool feature from the keyboard settings.
- You can also use the keyboard input methods by tapping .

- : Add emojis.
- : Tap to enter text with your voice.
  - To maximise the voice command recognition, speak clearly.
  - To enter text with your voice, make sure that your device is connected to a network.
  - To select the language for voice recognition, tap > **Languages** on the voice recognition screen.
  - This function may not be supported, or the supported languages may differ depending on the service area.
- : Access keyboard settings.
- : Open the clip tray. See *Clip Tray* for details
- : Activate floating keyboard when you use the Multi-window feature. You can also move the keyboard to the desired location.

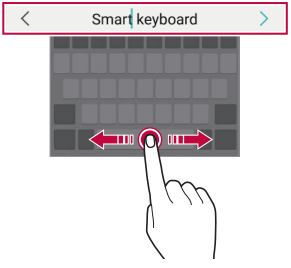
# Using the Smart keyboard

You can use the Smart keyboard to enter and edit text.

With the Smart keyboard, you can view text as you type without bothering to alternate between the screen and a conventional keyboard. This allows you to easily find and correct errors when typing.

## Moving the cursor

With the Smart keyboard, you can move the cursor to the exact position you want. When typing text, touch and hold on the space bar and then drag left or right.



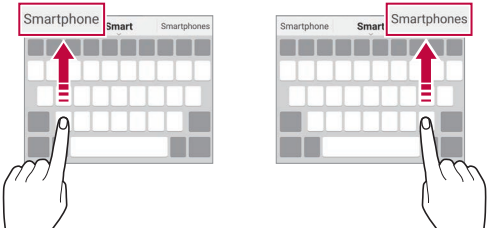

- This option is available only on the QWERTY keyboard.

## Suggesting words

Smart keyboard automatically analyses your usage patterns to suggest frequently used words as you type. The longer you use your device, the more precise the suggestions are.

Enter text, then tap a suggested word or gently drag the left or right side of the keyboard upwards.

- The selected word is automatically entered. You do not need to manually type every letter of the word.




# Adding languages to the keyboard

You can make additional languages available for keyboard input.

1 Tap ◯ > **Settings** > **System** > **Language & keyboard** > **Manage keyboards** > **LG Keyboard** > **Language & keyboard layout** > **Select languages**.

2 Select the languages you want to make available.

## Copy and Paste

You can cut or copy text from an app, and then paste the text into the same app. Or, you can run other apps and paste the text into them.

1 Touch and hold around the text you want to copy or cut.

2 Drag / to specify the area to copy or cut.

3 Select either **Cut** or **Copy**.

- Cut or copied text is automatically added to the clip tray.

4 Touch and hold the text input window, then select **Paste**.

- If there is no item that has been copied or cut, the **Paste** option will not appear.

## Clip Tray

If you copy or cut an image or text, it is automatically saved to the clip tray and can be pasted to any space at any time.

1 On the Smart tool, select .
You can also touch and hold the text input window, then select **Clip Tray**.

2 Select and paste an item from the clip tray.

- A maximum of 20 items can be saved to the clip tray.
- Tap to lock saved items in order not to delete them, even when the maximum quantity is exceeded. A maximum of ten items can be locked. To delete locked items, unlock them first.
- Tap to delete the items saved to the clip tray.

- The clip tray may not be supported by some downloaded apps.

# Content sharing

## Playing content from another device

You can play photos, videos or songs saved on your device from a TV.

1 Connect the TV and your device to the same Wi-Fi network.

2 While viewing an item in the **Gallery** or **Music** app, tap ⋮ > **Play on other device**.

3 Select the TV you want to connect to.

- For use with Chromecast, Google Play services should be up to date.

## Viewing content from nearby devices

You can view content from various devices, such as a computer, NAS or mobile device, by using the Gallery or Music app.

### Connecting the devices

Connect both your device and another device that support DLNA function to the same wireless network.

- Make sure that File sharing (DLNA) is activated on both the device and the connected device.

### Searching for nearby devices

You can view a list of DLNA devices on the same network by selecting the ⋮ > **Nearby devices** menu in each app.

Use content from nearby devices as if you were using it on your device.

# Sending or receiving files

You can share files between your device and another LG device, or a tablet or computer.

## Sending files

From the **Gallery** or other apps, tap ⋮ > **Share** or  then select a device on the file sharing list.

## Receiving files

Drag the status bar downward and then tap **File sharing**.

If your device does not support the file sharing feature, tap ◯ > **Settings** > **Connected devices** > **File sharing** > **SmartShare Beam** ◯.



- You can share files with certain devices that support DLNA.

# 03

# Useful Apps

# Installing and uninstalling apps

## Installing apps

Access an app store to search and download apps.

- You can use SmartWorld, Play Store or the app store provided by your service provider.

- Some app stores may require you to create an account and sign in.
- Some apps may charge fees.
- If you use mobile data, you may be charged for data usage, depending on your pricing plan.
- SmartWorld may not be supported depending on the area or service provider.

## Uninstalling apps

Uninstall apps that you no longer use from your device.

### Uninstalling with the touch and hold gesture

On the Home screen, touch and hold the app to uninstall, then drag it over **Delete** at the top of the screen.

- If apps were uninstalled within 24 hours from now, you can reinstall them. See *App trash* for details.

### Uninstalling by using the settings menu

Tap ◯ > **Settings** > **Apps & notifications** > **App info**, select an app, then tap **Uninstall**.

- Some apps cannot be uninstalled by users.

### Uninstalling apps from the app store

To uninstall an app, access the app store from which you download the app and uninstall it.

## Installing and uninstalling apps during the setup

When you turn on the device for the first time, you can download recommended apps.

You can skip to the next step without installation.

# App trash

You can view the uninstalled apps. You can also reinstall apps which were uninstalled within 24 hours from now.

1 Tap ◯ > **Management** > **App trash**.
You can also touch and hold an empty area of the Home screen, then tap **App trash**.

2 Activate the desired function:
- **Restore**: Reinstall the selected app.
- 🗑 : Remove the uninstalled apps permanently from the device.

- Uninstalled apps are automatically removed from the device 24 hours after they were uninstalled. If you want to reinstall the uninstalled apps, you must download them again from the app store.
- This feature is activated on the default Home screen only. If you uninstall apps while using the EasyHome screen or other launcher, they are immediately and permanently removed from the device.

# App Shortcuts

On the Home screen, touch and hold an app icon such as Call, Message, Camera, Gallery and Settings to display a quick access menu. Use apps more easily through App Shortcuts.

- Tap to configure the settings for the desired app's widget.
- Tap ⓘ to view the information for the desired app.



- This feature is available only on some apps.

# Phone

## Voice call

Make a phone call by using one of the available methods, such as manually entering a phone number and making a call from the contact list or the list of recent calls.

### Making a call from the keypad

1 Tap ◯ > > **Dial**.

2 Make a call by using a method of your choice:

- Enter a phone number and tap .
- Touch and hold a speed dial number.
- Search for a contact by tapping the initial letter of a contact name in the contact list, and then tap .

- To enter "+" when making an international call, touch and hold number 0.
- See *Adding contacts* for details on how to add phone numbers to the speed dial list.

### Making a call from the contact list

1 Tap ◯ > > **Contacts**.

2 From the contact list, select a contact and tap .

## Answering a call

To answer a call, drag on the incoming call screen.

- When the stereo headset is connected, you can make calls by using the call/end button on the headset.
- To end a call without turning off the screen, tap > **Settings** > **Network & internet** > **Call** > **Answer and end calls** and then activate **End call with the Power key**.

## Rejecting a call

To reject an incoming call, drag across the incoming call screen.

- To send a rejection message, drag the rejection message option across the screen.
- To add or edit a rejection message, tap > **Settings** > **Network & internet** > **Call** > **Call blocking & Decline with message** > **Decline with message**.
- When a call is coming in, press the Volume Up (+), Volume Down (-) or Power/Lock key to mute ringtone or vibration, or to hold the call.

## Checking an incoming call while using an app

When a call comes in while using an app, a pop-up notification can be displayed at the top of the screen. You can receive the call, reject the call, or send message from the pop-up screen.

- Tap > **Settings** > **Network & internet** > **Call** > **Additional settings** > **Incoming voice call pop-up** and then select the desired way you would like to display the incoming call while using an app.

## Viewing missed calls

If there is a missed call, the status bar at the top of the screen displays .

To view missed call details, drag the status bar downwards. You can also tap  >  > **Call logs**.

## Functions accessible during a call

During a call, you can access a variety of functions by tapping the on-screen buttons:

- **Contacts**: View the contact list during a call.
- **Hold**: Hold a call.
- **Dialpad**: Display or hide the dial pad.
- **Speaker**: Turn on the speakerphone function.
- **Mute**: Mute your voice so that your voice cannot be heard by the other party.
- **Bluetooth**: Switch the call to a Bluetooth device that is paired and connected.
-  : End a call.
-  : Access additional call options.



- Available settings items may vary depending on the area or service provider.

## Making a three-way calling

You can make a call to another contact during a call.

1 During a call, tap ⋮ > **Add call**.

2 Enter a phone number and tap .

- The two calls are displayed on the screen at the same time, and the first call is put on hold.

3 To start a conference call, tap **Merge calls**.

- You may be charged a fee for each call. Consult with your service provider for more information.

## Viewing call records

To view recent call records, tap ◯ > > **Call logs**. Then, you can use the following functions:

- To view detailed call records, select a contact. To make a call to the selected contact, tap .
- To delete call records, tap ⋮ > **Delete**.

- The displayed call duration may differ from the call charge. Consult with your service provider for more information.
- The deleted call history can not be restored.
- Pinch two fingers or spread your fingers apart to adjust the font size of call logs or contacts.

## Configuring call options

You can configure various call options.

1 Tap ◯ > > **Dial** or **Call logs**.

2 Tap ⋮ > **Call settings** and then configure the options to suit your preferences.

# Messaging

## Sending a message

You can create and send messages to your contacts using the Messaging app.

- Sending messages abroad may incur additional charges. Consult with your service provider for more information.

1 Tap ◯ > .

2 Tap .

3 Specify a recipient and create a message.
   - To use multimedia options, tap ⊕.
   - To access optional menu items, tap ⋮.

4 Tap ▷ to send the message.

## Reading a message

You can view exchanged messages organised by contact.

1 Tap ◯ > .

2 Select a contact from the message list.

## Configuring messaging settings

You can change messaging settings to suit your preferences.

1 Tap ◯ > .

2 Tap ⋮ > **Settings** from the message list.

# Camera

## Starting the camera

You can take a photo or record a video to cherish all of your memorable moments.

Tap ◯ > .

- Before taking a photo or recording a video, wipe the camera lens with a soft cloth.
- Be careful not to stain the camera lens with your fingers or other foreign substance.
- Images included in this user guide may be different from the actual device.
- Photos and videos can be viewed or edited from the Gallery. See *Gallery overview* for details.

## Basic features in the Camera app

You can take photos or record videos by selecting a variety of camera modes and options.

1 Tap ◯ > .

2 Tap ◯ to take a photo, or tap **Video** > ● to record a video.

## Taking a photo

1 Select a camera mode and tap the subject to focus the camera on.

2 Tap to take a photo.

- You can also press the Volume Down or Volume Up key to take a photo.
- You can take a photo while recording a video by pressing on the screen.

- You can run the camera app by short-pressing the power key twice. Tap > **Settings** > **Extensions** > **Shortcuts** and then tap **Open Camera** to activate it.
- When the screen is turned off or locked, start the camera by pressing the Volume Down key twice. Tap > **Settings** > **Extensions** > **Shortcuts** and then tap **Open Camera** to activate it.

## Recording a video

1 Tap > > **Video** and tap the subject to focus on.

2 Tap to record a video.

- To take a photo while recording a video, tap .
- To pause the video recording, tap . To resume the video recording, tap .
- While recording a video, you may spread or pinch two fingers to zoom in or out.
- While recording a video, you may tap the desired area to adjust the brightness.

3 Tap to end the video recording.

## Customising the camera options

You can customise a variety of camera options to suit your preferences.

Tap ⚙ on the screen.

- Available options vary depending on the selected camera (front or rear camera) and the selected camera mode.

- : Take a photo in FullVision.
- : Select values for aspect ratio and size for taking photos.
- : Select values for resolution and size for recording videos.

| | |
|---|---|
| **HDR** | Obtain photos in vivid colours and get compensated effects even when they are taken against the light. These functions are provided by the high dynamic range (HDR) technology equipped in the camera. |
| **Cheese shutter** | Take photos with voice commands. |
| **Tag locations** | Save the image with GPS location data. |
| **Grid** | Display guide grids so that you can take photos or record videos based on the horizontal and vertical reference lines. |
| **Storage** | Select if you want to store the pictures and videos in the Internal storage or SD card. (Available when a memory card is inserted.) |
| **Help** | Provide Help for each camera menu. |

### Additional options on the front camera

| | |
|---|---|
| **Selfie shot** | Take a selfie by selecting its option between **Gesture shot** and **Auto shot**. |
| **Save as flipped** | Save as flipped images after taking selfies. |

# Changing the camera mode

You can select a camera mode that suits your environment to take a photo or record a video easily and conveniently.

Tap ◯ > > **More**, then select the desired mode.

- You can change the order of the scene modes by moving the scene mode icon while pressing and holding the icon.

## Various camera modes

### Food

You can take a photo or record a video with adjusting the colour slide bar and white balance.

1 Tap ◯ > , then tap **More** > .

2 Tap ◯ to take a photo.

- Drag the colour slide bar on the screen to adjust the white balance and select the best colour.
- If the slide bar is not displayed, tap to adjust the white balance.

### Flash Jump-Cut

Photos taken at a regular interval are saved as GIF files.

1 Tap ◯ > 📷, then tap **More** > 🖼.

2 Tap ○ to take a photo.

- Photos are taken every 3 seconds and saved as a GIF file.
- Tap 4 on the screen to select the number of photos you want to take.
- While taking photos, tap ● to create GIF files with previously taken photos.

- The flash automatically turns on to act as a timer.
- The shots taken this time and the total number of shots are displayed at the bottom of the screen.
- All taken photos are saved as GIF files only.
- You may not change the GIF speed nor image order.

### Macro

You can take a close-up of a subject.

1 Tap ◯ > 📷, then tap **More** > 🌷.

2 Tap ○ to take a photo.

### YouTube Live

You can record a video and directly upload to YouTube.

1 Tap ◯ > 📷, then tap **More** > ((•)).

2 Tap ● and record a video.

- To use this feature, you need to verify your phone number.

- YouTube Live is available only when your device is connected to the Internet. If you use mobile data, you may be charged for data usage, depending on your pricing plan.

### Portrait

You can take sharp portrait by applying camera lens blur effect.

See *Portrait* for details.

### AI CAM

You can effectively take photos or record videos since the camera recognises the object when taking a photo or recording a video.

See *AI CAM* for details.

## Other useful features in the Camera app

### Auto-Exposure/Auto-Focus lock

You can fix the current exposure level and focus position by touching and holding the screen in the Auto mode. To turn off the feature, tap a blank area on the screen.

- This feature is available only in specific modes.

### Burst shot

You can take continuous shots of photos to create moving pictures.

In the Auto mode, touch and hold ◯.

- Continuous shots are taken at a fast speed while ◯ is held down.

## Switching between cameras

You can switch between the front and rear cameras to suit your environment.

On the camera screen, tap or drag the screen up or down to switch between the front and rear cameras.

- Use the front camera to take selfies. See *Selfie shot* for details.

## Zoom in or out

You can use zoom in or out on the camera screen while taking a photo or recording a video.

- On the camera screen, pinch or spread two fingers to zoom in or out. Or using the adjustment bar which appears when drag / upwards, zoom in or out and switch between the standard and wide angle.

- Zoom in/out function is not available in the selfie mode (front camera).
- This function is not supported in a number of modes.

# Selfie shot

You can use the front camera to view your face on the screen and take selfies.

## Gesture shot

You can take selfies by using gestures.

Show your palm to the front camera and then clench your fist.

You can also clench your fist and then open it towards the front camera.

- In three seconds, a photo is taken.

- To use this feature, switch to the front camera mode, then tap > **Selfie shot** > **Gesture shot**.
- Make sure that your palm and fist are within the reference line so that the camera can detect them.
- This feature may not be available while using some of the camera features.

## Auto shot

You can use the face detection feature to take selfies easily and conveniently. You can set the device so that, when you look at the screen, the front camera detects your face and takes a selfie automatically.

- The white coloured guide frame appears when the front camera detects your face. If the subject within the guide frame stops moving, the guide frame colour turns yellow, then the camera takes a photo.



- Tap > **Selfie shot** > **Auto shot** to enable the Auto shot feature.

## Interval shot

You can take selfies at an interval.

While using the front camera, you can show your palm to the camera, then clench your fist twice quickly.

- Four photos are taken at regular intervals after a timer delay of three seconds.

## Save as flipped

Before taking a photo with the front camera, tap > **Save as flipped**. The image is flipped horizontally.



- When using the front camera, you can change how selfies are taken in the camera options. See *Customising the camera options* for details.

## quick share

You can share a photo or video to the app you want immediately after taking it.

1 Tap ◯ > , then take a photo or record a video.

2 Tap the app icon that appears on the screen to share it using that app. You can also swipe the icon towards the opposite direction to see what other apps you can use to share your photos and videos.

- The app displayed by the quick share icon may vary, depending on the type and frequency of access to the apps installed on the device.
- This feature is available only in specific modes.

# Gallery

## Gallery overview

You can view and manage photos and videos saved on your device.

1 Tap ◯ > .
   - Saved photos and videos are displayed by folder.

2 Tap a folder and select a file.
   - View the selected file in full-screen mode.
   - While viewing a photo, swipe left or right to view the previous or next photo.
   - While viewing a video, swipe left or right to rewind or fast-forward the video.
   - You can view the photos or videos organised by year, month or day in the Photos tab.
   - To view photos by location at which the photo was taken, tap ◯ > > > **Tag locations**, then tap . The photos are automatically grouped by location under the Memory tab of the Gallery app.

- Some file formats may not be supported, depending on the installed software.
- Some files may not be opened due to encoding.
- Files that exceed the size limit may cause an error.
- You need to activate the GPS feature to create Memory albums.

## Viewing photos

- To display the menu items, gently tap the screen. To hide the menu items, tap the screen again.

## Playing a video

- To adjust the sound volume, drag the right side of the video screen up or down.
- To adjust the screen brightness, drag the left side of the screen up or down.

## Editing videos

1 While viewing a video, tap .

2 Use a variety of effects and edit tools to edit the video.

3 Tap **Save** to save changes.

## Creating a movie

You can create a new movie by putting images and videos together.

See *Creating a movie* for details.

## Making a GIF

You can easily make a GIF file using recorded video.

See *Making a GIF* for details.

## Deleting files

You can delete files by using one of the following options:

- Touch and hold a file from the file list, then tap **Delete**.
- Tap from the file list and delete the desired files.
- Deleted files are automatically moved to **Trash** and they can be restored to the Gallery within 7 days.
- Tap to completely delete the files. In this case, the files cannot be restored.

## Sharing files

You can share files by using one of the following options:

- While viewing a photo, tap to share the file by using the method you want.
- While viewing a video, > **Share** to share the file by using the method you want.
- Tap from the file list to select files and share them using the method you want.

# Contacts

## Contacts overview

You can save and manage contacts.

Tap ◯ > **Essentials** > **Contacts**.

## Adding contacts

### Adding new contacts

1 On the contact list screen, tap +.
   - A pop-up appears for selecting the saving location for contact. Select the location you want.

2 Enter contact details and tap **Save**.

### Importing contacts

You can import contacts from another storage device.

1 On the contact list screen, tap ⋮ > **Manage contacts** > **Import**.

2 Select the source and target locations of the contact you want to import, and then tap **OK**.

3 Select the contacts and tap **Import**.

### Adding contacts to the speed dial list

1 On the contact list screen, tap ⋮ > **Speed dial**.

2 Tap **Add contact** from a speed dial number.

3 Select a contact.

- While adding a new contact, tap 1 2 3 to add a speed dial number.

## Searching for contacts

You can search for contacts by using one of the following options:

- Tap the search bar at the top of the Contacts screen and enter the desired contact or phone number you want to search for.
- Scroll the contact list up or down.
- From the index of the contact list screen, tap the initial letter of a contact.

- Pressing the search bar at the top of the Contacts screen and entering a contact or phone number brings up the integrated search results from the call history and contacts list saved onto the product.

## Contacts list

### Editing contacts

1 On the contact list screen, select a contact.

2 On the contact detail screen, tap and edit details.

3 Tap **Save** to save changes.

### Deleting contacts

You can delete contacts by using one of the following options:

- On the contact list screen, touch and hold a contact you want to delete, then tap **Delete contact**.
- Tap > **Delete** on the contact list screen.

- Deleted contacts may not be restored.

### Adding favourites

You can register frequently used contacts as favourites.

1 On the contact list screen, select a contact.

2 On the contact detail screen, tap ☆.

### Creating groups

1 On the contacts group list, tap +.

2 Enter a new group name.

3 Tap **Add members**, select contacts, then tap **Add**.

4 Tap **Save** to save the new group.

# QuickMemo+

## QuickMemo+ overview

You can make creative notes by using a variety of options on this advanced notepad feature, such as image management and screenshots, which are not supported by the conventional notepad.

## Creating a note

1 Tap ◯ > **QuickMemo+**.

2 Tap + to create a note.

- ✓ : Save a note.
- ↩ : Undo the previous edit.
- ↪ : Redo the recently deleted edits.
- T : Enter a note by using the keypad.
- ✎ : Write notes by hand.
- ◇ : Erase handwritten notes.

- : Zoom in or out, rotate or erase the parts of a handwritten note.
- : Access additional options.

3 Tap to save the note.

## Writing notes on a screenshot

1 While viewing the screen you want to capture, drag the status bar downwards and then tap .
   - The screenshot appears as the notepad background theme. Memo tools appear at the top of the screen.

2 Crop the image (if necessary) and take notes as desired.
   - Write notes by hand on the photo.

3 Tap and save the notes to the location you want.
   - Saved notes can be viewed in either **QuickMemo+** or **Gallery**.
   - To save notes in the same location all the time, select the **Use as default app** checkbox and select an app.

- You can capture the entire screen by using the scroll capture feature.
- While using an app such as Message and Chrome, drag the notifications panel downwards and then tap **Capture+** > **Extended** to capture the entire screen you are currently viewing as a single file.
- This feature is available only on some apps that support the scroll capture feature.
- Pinch two fingers or spread your fingers apart to change the memo layout.

## Managing folders

You organise and view memos according to the memo type.

1 Tap ◯ > **QuickMemo+**.

2 Tap ☰ on the top part of the screen and then select the desired function.

- **All memos**: You can collectively view all memos save in QuickMemo+.
- **My memos**: You can view the memos created in QuickMemo+.
- **Capture+**: You can view the memos created using Capture+.
- **Trash**: You can view the deleted memos.
- **New category**: You can add folders.
- ✎ : You can change the order of folders or add/delete folders. By pressing the folder, you can change the folder name.

- Some folders do not appear when the folder app initially started. Folders are additionally displayed only when relevant memos exist.
- Deleted memos are moved to the trash bin and can be recovered within 7 days from the day they were deleted. In the QuickMemo+ app, you can change the display type by placing two fingers on the screen and either widening or narrowing the fingers.

# Clock

## Alarm

You can set an alarm to trigger it at a specified time.

1 Tap ◯ > **Clock** > **Alarm**.

2 Tap + to add a new alarm.

3 Configure the alarm settings and tap **Save**.

- If you select a previously set alarm, you can edit the alarm.
- To delete an alarm, tap ⋮ > **Delete** at the top of the screen. You can also touch and hold the alarm.

## World clock

You can view the current time in cities around the world.

1 Tap ◯ > **Clock** > **World clock**.

2 Tap + and add a city.

## Timer

You can set the timer to trigger an alarm after a specified period of time.

1 Tap ◯ > **Clock** > **Timer**.

2 Set the time and tap **Start**.
- To suspend the timer, tap **Pause**. To resume the timer, tap **Resume**.

3 Tap **Stop** to stop the timer alarm.

## Stopwatch

You can use the stopwatch to record a lap time.

1 Tap ◯ > **Clock** > **Stopwatch**.

2 Tap **Start** to initiate the stopwatch.
- To record a lap time, tap **Lap**.

3 Tap **Pause** to suspend the stopwatch.
- To resume the stopwatch, tap **Resume**.
- To clear all the records and restart the stopwatch, tap **Reset**.

# Music

You can play and manage songs or music albums.

1 Tap ◯ > **Essentials** > **Music**.

2 Select a category.

3 Select a music file.

- Some file formats may not be supported, depending on the installed software.
- Files that exceed the size limit may cause an error.
- Music files may be protected by international copyright owners or copyright laws. You may have to obtain legal permission before copying a music file. To download or copy a music file, first check the copyright law for the relevant country.

# Calculator

You can use two types of calculators: the simple calculator and the scientific calculator.

1 Tap ◯ > **Essentials** > **Calculator**.

2 Use the keypad to make a calculation.

- To restart a calculation, touch and hold the ⌫ button.

# ThinQ

You can easily connect the product with IoT appliances to monitor and conveniently use the appliances.

Tap ◯ > **Essentials** > **ThinQ**.

- Washing machine, dryer, styler, dishwasher, oven, and robot cleaner can only be registered when the product is in the standby mode.
- Look for the ThinQ mark on the product to see if it can be connected to ThinQ app.
- Tap ☰ to check various function of the ThinQ app.

# Game Launcher

You can set whether to use the game launcher where you can view the list of games installed on the product and select game settings such as muting media volume, limiting alerts, etc.

1 Tap ◯ > **Essentials** > **Game Launcher**.

2 Select the desired option.

# Audio Recorder

You can record and save your voice or others' voices from important events. Recorded voice files can be played back or shared.

1 Tap ◯ > **Essentials** > **Audio Recorder**.
   - To add an event, tap ⋮ > **Add tags** > **Add** under **Event**. Then, add an event to the desired date.
   - To save the recording's location details, tap ⋮ > **Add tags** > **Add** under **Location**.

2 Tap ●.
   - To pause recording, tap ⏸.

3 Tap ■ to end the recording.
   - The file is saved automatically and the recorded files screen appears.

4 Tap ▶ to play the recorded voice.

- Tap to view the recorded files. You can play a recorded voice file from the list.

# Update centre

You can check and install the latest version of the app or software provided by LG.

Tap ◯ > **Management** > **Update centre**.

# Smart Doctor

You can use Smart Doctor to diagnose the device's condition and optimise it.

Tap ◯ > **Management** > **Smart Doctor**.

# LG Mobile Switch

Easily transfer data from a used device to a new device via LG Mobile Switch.

1 Tap ◯ > **Management** > **LG Mobile Switch**.
You can also tap ◯ > **Settings** > **System** > **Backup** > **LG Mobile Switch**.

2 Follow the on-screen instructions to select a desired method for transfer.

- Data in a Google Account will not be backed up. When you synchronise your Google Account, Google apps, Google contacts, Google Calendar, Google memo app data and apps downloaded from the Play Store are stored on the Drive app automatically.
- Fully charge the battery before transferring data to avoid unintentional powering off during the process.

# App trash

You can see the list of apps deleted on the home screen. The app that was deleted within the last 24 hours can be recovered.

Tap ◯ > **Management** > **App trash**.

For more details, refer to *App trash*.

# SmartWorld

You can download a variety of games, audio content, apps and fonts provided by LG Electronics. Customise your device to suit your preferences by using Home themes and fonts.

- If you use mobile data, you may be charged for data usage depending on your pricing plan.
- This feature may not be supported depending on the area or service provider.

1 Tap ◯ > **Services** > **SmartWorld**.

2 Tap ⋮ > **Sign in**, then sign in.

3 Select and download the desired content items.

# RemoteCall Service

Your device can be remotely diagnosed for resolving issues. First, make a phone call to an LG Customer Service Centre as follows:

- To use this function, first you must agree to usage of the function.
- If you use mobile data, you may be charged for data usage depending on your pricing plan.

1 Tap ◯ > **Services** > **RemoteCall Service**.

2 Connect a call to an LG Customer Service Centre.

3 After the call connects, follow the service associate's instructions to enter a six-digit access number.

- Your device is remotely connected and the remote support service starts.

# Cell Broadcast

You can view real-time text broadcasts on emergency situations, such as typhoons, floods and earthquakes.

Tap ◯ > **Services** > **Cell Broadcast**.

# Google apps

You can use Google apps by setting a Google Account. The Google Account registration window appears automatically when you use a Google app for the first time. If you do not have a Google Account, create one from your device. For details on how to use an app, see the Help in the app.

- Some apps may not work depending on the area or service provider.

## Chrome

A fast, simple, and secure web browser, built for the modern web.

## Docs

Docs is a collaborative, word-processing tool that powers productivity. Use Docs to create, edit and work together in real-time.

## Drive

Drive is a file storage and sharing app that makes it easy to find, share and collaborate on work projects from anywhere, instantly.

## Duo

Make simple, high quality video calls to your friends and family on Android phones and iPhones.

## Gmail

Gmail is an easy to use mail app that keeps your messages safe, makes your inbox smarter, and helps you stay organised.

## Google

The Google app keeps you in the know about the things you care about. Find quick answers, explore your interests, and get a feed of stories and updates on topics that matter to you.

## Keep notes

Create, edit, and share you text and photo notes with Google Account.

## Maps

Going somewhere? Go with Maps, the app you can rely on for real-time GPS navigation, traffic, transit, and details about millions of places, such as reviews and popular times.

## Photos

Home for all your photos and videos, automatically organised so you can share and save what matters.

## Play Movies & TV

Use your Google Account to rent or purchase movies. Purchase content and play it anywhere.

## YT Music

Purchase music from the Play Store. Play music saved on your device.

## Sheets

Sheets is a collaborative spreadsheet processing tool that powers productivity. Use Sheets to import, organise and analyse information together in real-time.

## Slides

Google Slides is a collaborative presentation creation tool that powers productivity. Use Slides to organise information, present results, and make decisions together in real-time.

## YouTube

Watch your favorite channels, listen to music you love, and upload videos to share with people around the world.

## Assistant

Your device has the Google Assistant built-in. Find answers and get things done while on-the-go. To get started, just tap the Google Assistant key on the side of the phone or touch and hold the home button of the phone.



- The Google Assistant is not available in certain languages and countries.

## Calendar

The Calendar app allows you to track your schedule of events (that you created), organised by Day, 3-day, Week or Month.

## Files

You can view and manage files saved on your device.

# 04

# Settings

# Settings

You can customise the device settings in accordance with your preferences.

Tap ◯ > **Settings**.

- If you enter a keyword on the search window at the top of the screen, you can conveniently run the items that need to be set.

# Network & internet

## Dual SIM Card

You can configure Dual SIM settings.

1 On the settings screen, tap **Network & internet** > **Dual SIM Card**.

2 Customise the following functions:

- **SIM card 1**: Change the name and icon of the SIM card 1.
- **SIM card 2**: Change the name and icon of the SIM card 2.
- **SIM card colour theme**: Change the colour themes for the SIM cards.
- **Cost save mode**: Activate or deactivate the cost save mode. In the cost save mode, if you make a call to a contact to which a specific SIM is assigned, this SIM is used for the call even if the other SIM is active, for example, it is using mobile data.
- **Mobile data**: Select a SIM card you want to use for mobile data service. You can also turn off this function.
- **Data roaming**: Select this option to enable the device to use mobile data when you are roaming outside your home network area.
- **Mobile data during calls**: Access mobile data using the nondefault data SIM card temporarily during an HD voice call with the same card.

# Wi-Fi

You can connect to nearby devices over a Wi-Fi network.

## Connecting to a Wi-Fi network

1 On the settings screen, tap **Network & internet** > **Wi-Fi**.

2 Tap ◯ to activate it.
- Available Wi-Fi networks appear automatically.

3 Select a network.
- You may need to enter the network's Wi-Fi password.
- The device skips this process for previously accessed Wi-Fi networks. If you do not want to automatically connect to a certain Wi-Fi network, tap the network and then tap **Forget**.

## Wi-Fi network settings

On the settings screen, tap **Network & internet** > **Wi-Fi**.

- **Switch to mobile data**: If the mobile data connection function is activated but the device cannot connect to the Internet via Wi-Fi connection, the device automatically connects to the Internet via the mobile data connection.



- This feature depends on the service provider.

- ⋮ : Customise Wi-Fi network settings.

## Wi-Fi Direct

You can connect your device to other devices that support Wi-Fi Direct to share data directly with them. You do not need an access point. You can connect with more than two devices by using Wi-Fi Direct.

1 On the settings screen, tap **Network & internet** > **Wi-Fi** > ⋮ > **Advanced Wi-Fi** > **Wi-Fi Direct**.
   - Nearby devices that support Wi-Fi Direct automatically appear.

2 Select a device.
   - Connection occurs when the device accepts the connection request.

- The battery may drain faster when using Wi-Fi Direct.

# Mobile data

You can turn mobile data on and off. You can also manage mobile data usage.

## Turning on mobile data

1 On the settings screen, tap **Network & internet** > **Mobile data**.

2 Tap ◯ to activate it.

## Customising mobile data settings

1 On the settings screen, tap **Network & internet** > **Mobile data**.

2 Customise the following settings:
   - **Mobile data**: Set to use data connections on mobile networks.
   - **Limit mobile data usage**: Set a limit for mobile data usage to block mobile data if the limit is reached.
   - ⋮ : Customise mobile data settings.
   - Data usage volume is measured based on the product, and the volume calculated by your mobile provider may be different.

# Call

You can customise call settings, such as voice call and international call options.

- Some features may not be supported depending on the area or service provider.

1 On the settings screen, tap **Network & internet** > **Call**.

2 Customise the settings.

# Tethering

## USB tethering

You can connect the device to another device via USB and share mobile data.

1 Connect your device and other devices via USB cable.

2 On the settings screen, tap **Network & internet** > **Tethering** > **USB tethering** and then tap ◯ to activate it.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- When connecting to a computer, download the USB driver from *www.lg.com* and install it on the computer.
- You cannot send or receive files between your device and a computer while USB tethering is turned on. Turn off USB tethering to send or receive files.
- Operating systems that support tethering are Window XP or higher, or Linux.

## Wi-Fi hotspot

You can set the device as a wireless router so that other devices can connect to the Internet by using your device's mobile data.

1 On the settings screen, tap **Network & internet** > **Tethering** > **Wi-Fi hotspot** and then tap ◯ to activate it.

2 Tap **Set up Wi-Fi hotspot**, and enter the Wi-Fi name (SSID) and password.

3 Turn on Wi-Fi on the other device, and select the name of the device network on the Wi-Fi list.

4 Enter the network password.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- More information is available at this web site: *http://www.android.com/tether#wifi*

### Wi-Fi hotspot turn off timer

When the Wi-Fi hotspot has not been used for a specific period of time, it is automatically disconnected. You can set the time for automatic disconnection.

## Bluetooth tethering

A Bluetooth-connected device can connect to the Internet by using your device's mobile data.

1 On the settings screen, tap **Network & internet** > **Tethering** > **Bluetooth tethering** and then tap ◯ to activate it.

2 Turn on Bluetooth on both devices and pair them.

- This option uses mobile data and may incur data usage fees, depending on your pricing plan. Consult with your service provider for more information.
- More information is available at this web site: *http://www.android.com/tether#Bluetooth_tethering*

### Help

You can view help on using tethering and hotspots.

On the settings screen, tap **Network & internet** > **Tethering** > **Help**.

## Airplane mode

You can turn off the call and mobile data functions. When this mode is on, functions that do not involve data, such as games and music playback, remain available.

1 On the settings screen, tap **Network & internet** > **Airplane mode**.

2 Tap **Turn on** in the confirmation screen.

## Mobile networks

You can customise the mobile networks settings.

1 On the settings screen, tap **Network & internet** > **Mobile networks**.

2 Customise the following settings:
- **Network mode**: Select a network type.
- **Access Point Names**: View or change the access point for using mobile data services. To change the access point, select a choice from the access point list.
- **Network operators**: Search for network operators and connect automatically to a network.

# VPN

You can connect to a safe virtual network, such as an intranet. You can also manage connected virtual private networks.

## Adding VPN

1 On the settings screen, tap **Network & internet** > **VPN**.

2 Tap +.

- This feature is available only when the screen lock is activated. If the screen lock is deactivated, a notification screen appears. Tap **Change** from the notification screen to activate the screen lock. See *Setting a screen lock* for details.

3 Enter VPN details and tap **Save**.

## Configuring VPN settings

1 Tap a VPN from the **VPNS** list.

2 Enter the VPN user account details and tap **Connect**.

- To save the account details, select the **Save account information** checkbox.

# Private DNS

You can configure the Private DNS (Domain Name System) options.

1 On the settings screen, tap **Network & internet** > **Private DNS**.

2 Select the desired option and tap **Save**.

# Connected devices

## Bluetooth

You can connect your device to nearby devices that support Bluetooth to exchange data with them. Connect your device to a Bluetooth headset and a keyboard. This makes it easier to control the device.

### Pairing with another device

1 On the settings screen, tap **Connected devices** > **Bluetooth**.

2 Tap to activate it.
- Available devices appear automatically.
- To refresh the device list, tap.

- Only devices set as visible are displayed on the list.

3 Select a device from the list.

4 Follow the on-screen instructions to perform authentication.

- This step is skipped for previously accessed devices.

### Sending data via Bluetooth

1 Select a file.
- You can send multimedia files or contacts.

2 Tap > **Bluetooth**.

3 Select a target device for the file.
- The file is sent as soon as the target device accepts it.

- File sharing processes may differ, depending on the file.

# NFC

You can use the device as a transportation card or credit card. You can also share data with the other device.

1 On the settings screen, tap **Connected devices** > **NFC**.

2 Tap to activate it.

- Touch your device with other device that supports NFC to allow sharing data.

- NFC antenna may be located differently depending on the device type. See *Parts overview* for details about the NFC antenna area.

# Android Beam

You can share files by touching the back of the device to other device. You can also share files including music, videos or contacts and open a web page or launch an app from the other device.

1 On the settings screen, tap **Connected devices** > **Android Beam**.

2 Touch the back of the device with another device.

- NFC antenna may be located differently depending on the device type. See *Parts overview* for details about the NFC antenna area.

## Sharing panel

You can share contents from Gallery, Music and File Manager with nearby devices. Also you can share the content with specific people in apps that work with Google Direct Share.

1 On the settings screen, tap **Connected devices** > **Sharing panel**.

2 Tap to deactivate each option.

- **Nearby devices**: You can display the nearby devices to which you can share contents on the Gallery and Music apps.
- **Direct share**: From an app which supports Google Direct Share, you can display an icon which allows you to share contents to specific people.

## File sharing

You can send and receive files between your device and other LG devices or tablets.

1 On the settings screen, tap **Connected devices** > **File sharing**.

2 Customise the following settings:

- **K41S**: Change the device name.
- **Save to**: Set the destination folder to save files sent from other devices in.
- **File sharing**: Permit receipt of files sent from other devices.
- **SmartShare Beam**: Share files with other devices via SmartShare Beam.
- **Help**: You can view help on sharing files.

## Printing

You can connect your device to a Bluetooth printer and print photos or documents saved on the device.

On the settings screen, tap **Connected devices** > **Printing**.

- Tap **Default print service** to search for printers you can connect to. Or, tap ⋮ > **Add printer** to manually add a printer.
- Tap ⊕ **Add service** to download the printer app you want.

- This is available only when the mobile network or the Bluetooth function is turned on.
- To down the printer app in ⊕ **Add service**, first log on to your Google account.

# Sound

You can customise sound, vibrate and notification settings.

On the settings screen, tap **Sound** and customise the following settings:

- **Sound profile**: Change the sound mode to **Sound**, **Vibrate only**, or **Silent**.
- **Volume**: Adjust the sound volume for various items.
- **SIM1 ringtone/SIM2 ringtone**: Select a ringtone for incoming calls. Add or delete ringtones.
- **SIM1 notification sound/SIM2 notification sound**: Select a notification ringtone. Set music saved on the device as a notification ringtone.
- **Ring with vibration**: Set the device to vibrate and play a ringtone simultaneously.
- **Ringtone ID**: Create a ringtone for an incoming call from a particular contact.
- **Flash alert for incoming call**: Set the flash to blink according to LG ringtone.

- **Do not disturb**: Set the time, range and app type to receive notification messages. Receive notification messages only on particular days of the week.
- **Sound quality and effects**: Use the function to set the sound quality and effects while playing a song or video.
- **SIM1 vibration type/SIM2 vibration type**: You can select the type of vibration when receiving calls.
- **Dialing keypad sound**: Enable the keypad sound effect.
- **LG Keyboard sound**: Enable LG keyboard sound effect.
- **Touch sound**: Enable a sound effect for tapping an item.
- **Screen lock sound**: Enable a sound effect when the screen is locked or unlocked.

# Display

You can customise detailed settings for each screen type.

On the settings screen, tap **Display** and customise the following settings:

- **Home screen**: Customise settings for the Home screen. See *Home screen settings* for details.
- **Wallpaper & theme**: Select a screen wallpaper, theme and icon for your device.
- **Font**: Change the font size, bold text or type.
- **New Second Screen**: Select how the status bar and app corners will look.
- **Home touch buttons**: Set the Home touch button style. See *Changing the style of the Home touch buttons* for details.
- **Comfort view**: Set the device to reduce amount of blue light on screen to reduce eye strain.
- **Night mode**: You can apply a dimmed screen theme to avoid glare on the screen at night time.
- **App scaling**: Adjust the screen size of apps.

- **Display size**: Set the items on the screen to a size easy for you to see. Some items may change position.
- **Brightness**: Use the slide bar to change the device's screen brightness.
- **Auto**: Set the device so that the screen brightness is automatically adjusted in accordance with the ambient light intensity.
- **Screen timeout**: Automatically turn off the screen when the device is left idle for a specified period of time.
- **Auto-rotate screen**: Automatically rotate the screen according to the device's orientation.
- **Screen saver**: Display a screen saver when the device is connected to the holder or charger. Select a screen saver type to display.
- **Mini view**: Make the screen size smaller to conveniently use the device with one hand. Drag the Home touch button at the bottom of the screen to the left or right.

# Lock screen & security

You can customise lock screen and security settings.

1 On the settings screen, tap **Lock screen & security**.

2 Customise the settings.
   - **Google Play Protect**: Scans your device daily for potentially harmful apps.
   - **Find My Device**: Remotely track the device location. You can also protect your data securely if you lost your device.
   - **Security update**: Check for software update and configure automatic installation settings.
   - **Select screen lock**: Select the desired screen lock method. See *Setting a screen lock* for details.
   - **Customise Lock screen**: Change the information displayed on the locked screen.
   - **Secure lock settings**: Change the secure lock settings.

- **Fingerprints**: Use your fingerprint to unlock the screen or content. See *Fingerprint recognition overview* for details.
- **Content lock**: Allow you to set a lock type (password or pattern) for your QuickMemo+ and Gallery files.
- **Location**: You can customise how your location information is used by particular apps.
- **Encryption & credentials**: Configure the settings for SD card encryption and credentials.
  - **Encrypt SD card**: Encrypt the memory card to prevent use on another device. See *Memory card encryption* for details.
  - **Secure start-up**: Protect your device with a lock when it powers on. See *Secure start-up settings* for details.
  - **Credential protection**: View the type of the storage where the security certificate will be saved.
  - **Trusted credentials**: View your system's root CA certificates and user-installed CA certificates.
  - **User credentials**: View and change secure certificate information stored on your device.
  - **Install from storage**: Install a secure certificate from a storage.
  - **Clear credentials**: Delete user-installed secure certificates and related credentials.
- **Set up SIM card lock**: Lock or unlock the USIM card, or change the password (PIN).
- **Make passwords visible**: Enable this option to briefly show each character of the password as you type it so you can see what you've entered.
- **Phone administrators**: Allow privileges to restrict the control or use of the device to particular apps.
- **Trust agents**: View and use trust agents installed on the device.
- **Screen pin**: Fix the app screen so that only the currently active app can be used.
- **Usage access**: View details on usage of apps on the device.

# Extensions

## Smart Doctor

You can use Smart Doctor to diagnose the device's condition and optimise it.

On the settings screen, tap **Extensions** > **Smart Doctor**.

## Gaming

You can configure settings for game tools, graphics and battery saving feature.

1 On the settings screen, tap **Extensions** > **Gaming**.

2 Customise the following settings:

- **Game Launcher**: Tap ◯ to use the game launcher.
- **Game tools**: You can run the function while playing games by touching the game tools icon among the home touch buttons.
- **Game graphics**: Adjust the game graphics.

- When you change the resolutions on some games, the screen display feature may not work properly.
- This function may not be available in certain game apps.

- **Break time**: Reduce the screen brightness and performance whenever you leave the game running for more than 5 minutes.

## Dual App

You can install duplicate messenger apps on the product and use two accounts at the same time.

1 On the settings screen, tap **Extensions** > **Dual App**.

2 After reading the disclaimer, tap **Confirm**.

3 In the list of available apps, tap **Install** to install a copy of a desired app and follow the on-screen instructions.
   - On the screen, the list of available dual apps is shown. During installation, app icons are generated on the home screen.

## Shortcuts

You can use buttons such as the Lock/Power, Volume, and Google Assistant to run certain apps or functions right away.

1 On the settings screen, tap **Extensions** > **Shortcuts**.

2 Customise the following settings.
   - **View notification panel**: Swipe down/up on the fingerprint sensor for the notification panel.
   - **Open Camera**: Press Power key twice to open Camera.
   - **Open Capture+**: Press Volume Up key twice to open **Capture+** when the screen is locked or off.
   - **Open Camera**: Press Volume Down key twice to open **Camera** when the screen is locked or off.
   - **Open Google Assistant**: Press the Google Assistant key on the side of the phone.
   - **Talk to Google Assistant**: Press and hold the Google Assistant key to quickly talk to your Assistant.
   - **Show visual snapshot**: Press the Google Assistant key twice to see a snapshot of your day in the Google Assistant app.



- Google Assistant does not support certain languages.

## KnockON

Double-tap the screen to turn the screen on or off.

See *KnockON* for details.

# Digital Wellbeing & parental controls

You can view the product use time and set the timer for each app. Also, you can manage the mobile phone use time by using the Sleep Preparation Mode and Focus Mode.

Select **Digital Wellbeing & parental controls** on the settings screen and set the desired function.

# Apps & notifications

You can check a list of installed apps, and configure the settings for notifications, app permissions, and more.

1 On the settings screen, tap **Apps & notifications**.

2 Customise the settings.

# Battery

You can view the current battery information or turn on power-saving mode.

1 On the settings screen, tap **Battery**.

2 Customise the following settings:

- **Battery usage**: View the battery usage details.
- **Battery percentage on status bar**: Display the remaining battery level as a percentage on the status bar.
- **Adaptive battery**: Allow you to save the battery by stopping apps running in the background.
- **Background restrictions**: Enable this option to restrict background apps to save the battery while using the device. Restricted apps for power saving may not work properly or may not send you notifications.

- **Battery saver**: Reduce battery consumption by cutting down some device settings, such as the display brightness, speed and vibration intensity.
- **Power saving exclusions**: Select apps to use without any functional limitation while in power saving or battery optimisation mode.

# Storage

You can view and manage internal storage on the device or storage space of the memory card.

1 On the settings screen, tap **Storage**.

2 Customise the following settings:

- **Internal storage**: View the total storage space and free space in the device's internal storage. View a list of apps in use and the storage capacity for each app.
- **SD card**: View the total storage space and free space in the memory card. This option appears only when a memory card is inserted. To unmount the memory card, tap ⏏.

# Accounts

You can add users to share your device and register a cloud account.

1 On the settings screen, tap **Accounts**.

2 Customise the settings.

# Google

You can use Google settings to manage your Google apps and account settings.

On the settings screen, tap **Google**.

# System

## Update centre

You can check and install the latest version of the app or software provided by LG.

1 On the settings screen, tap **System** > **Update centre**.

2 Customise the following settings:

- **App Updates**: Check if an app update is available. If available, you can install the update.
- **Software Update**: Check if a software update is available. If available, you can install the update.

## Language & keyboard

You can customise language and keyboard settings for your device.

1 On the settings screen, tap **System** > **Language & keyboard**.

2 Customise the following settings:

- **Language**: Select a language to apply for the device.
- **Manage keyboards**: You can change the product's basic keyboard setting, set the use environments for LG Keyboard or other installed keyboards, and set the speech recognition function for Google Voice input. Also, you can set whether to display the keyboard button in the touch button area on the home screen so that you can quickly switch to another keyboard.
- **Physical keyboard**: Select to use the physical keyboard, or check keyboard shortcut keys.
- **Autofill service**: Enable this option to enter your information saved in your account such as password, address, or credit card number with a single tap. You can also disable this option, use Google Autocomplete, or add a new service account.
- **Text-to-speech output**: Configure the settings for text-to-speech output.

- **Pointer speed**: Adjust the pointer speed of a mouse or trackpad.
- **Reverse mouse buttons**: Reverse the right mouse button to perform primary direct-manipulation actions.

## Date & time

You can customise date and time settings for your device.

1 On the settings screen, tap **System** > **Date & time**.

2 Customise the settings.

## Memory

You can view the average amount of memory usage over a certain period of time and the memory occupied by an app.

1 On the settings screen, tap **System** > **Memory**.

2 Tap ▾ to set a time slot to retrieve data.

## Backup

You can back up data saved on your device to another device or account.

1 On the settings screen, tap **System** > **Backup**.

2 Customise the following settings:

- **LG Mobile Switch**: Allow you to transfer data from an old LG device to your new LG device. See *LG Mobile Switch* for details.
- **Backup & restore**: Back up your device data or restore data to your device from a backup.

⚠ • Resetting your device may delete backup files saved in storage. Make sure to copy and store the important backup files to your PC.

- **Google backup**: Change Google drive backup settings. You can also check the backup account currently used, or add a new backup account.

# Restart & reset

You can reset the device including network and app settings.

1 On the settings screen, tap **System** > **Restart & reset**.

2 Customise the following settings:

- **Auto-restart**: Automatically restart and optimise the phone at a set time. Tap ◯ to activate this feature. The device automatically restarts at a set time and optimise itself. Select a date and time for restart.

- You can set the device to restart itself once a week. The device automatically restarts in an hour from the preset time.
- Once the device restarts, notifications and badges are erased. Save important data before the preset time.
- The Auto-restart feature is not activated in the following situations: When the screen is turned on, when the device is in use, when the battery level is 30% or less, when the USIM card is locked, or when the device lock is activated while turning on the device.
  - Depending on the telecommunication provider, the auto-restart function may or may not be available.

- **Network settings reset**: Reset Wi-Fi, Bluetooth and other network settings.
- **Reset app preferences**: Reset the settings for an app. The data saved in the app will not be deleted.
- **Factory data reset**: Reset all settings for the device and delete data.

- Restarting and resetting your device deletes all data on it. Enter your device name, Google Account and other initial information again.
- After data initialisation, the data cannot be restored.

## About phone

You can view information about your device, such as the name, status, software details and legal information.

On the settings screen, tap **System** > **About phone** and view information.

## Regulatory & safety

You can view regulatory marks and related information on your device.

On the settings screen, tap **System** > **Regulatory & safety**.

# Accessibility

You can manage accessibility plug-ins installed on your device.

1 On the settings screen, tap **Accessibility**.

2 Customise the following settings:

- **Vision** > **TalkBack**: Set the device to notify screen status or actions via voice.
- **Vision** > **Voice notifications**: Set the device to read the caller information via voice.
- **Vision** > **Font**: Change the font size, bold text or type.
- **Vision** > **Display size**: Set the items on the screen to a size easy for you to see. Some items may change position.
- **Vision** > **Touch zoom**: Zoom in or out by tapping the screen three times.
- **Vision** > **Window zoom**: Zoom in or out within a window and invert the colour.
- **Vision** > **Large mouse pointer**: Magnify the mouse pointer.

- **Vision** > **High contrast screen**: Turn the background colour into black for a high contrast screen.
- **Vision** > **Screen colour inversion**: Increase the display colour contrast for people with low vision.
- **Vision** > **Screen colour adjustment**: Adjust the display colour.
- **Vision** > **Monochrome**: Switch the screen to grayscale mode.
- **Vision** > **End call with the Power key**: End a call by pressing the Power/Lock key.
- **Hearing** > **Captions**: Turn on the subtitle service when playing videos for the hearing impaired.
- **Hearing** > **Flash alerts**: Set the device to notify you with a blinking light for incoming calls, messages and alarms.
- **Hearing** > **Mute all sounds**: Mute all sounds and lower volume on the receiver.
- **Hearing** > **Audio channel**: Select the audio type.
- **Hearing** > **Sound balance**: Adjust the audio output balance. Use the slide bar to change the balance.
- **Motor & cognition** > **Touch assistant**: Turn on the touch board to make buttons and gestures easier to use.
- **Motor & cognition** > **Touch input**: Enter text by touching and holding the screen or modify it by simply touching the screen.
- **Motor & cognition** > **Physical keyboard**: Customise the keyboard settings.
- **Motor & cognition** > **Auto mouse click**: Automatically click the mouse pointer in case of no movement.
- **Motor & cognition** > **Touch and hold for calls**: Answer or decline calls by touching and holding the call button instead of dragging it.
- **Motor & cognition** > **Screen timeout**: Turn off the screen automatically when the device is left idle for a specified period of time.

- **Motor & cognition** > **Touch control areas**: Limit the touch area so that only a particular portion of the screen can be controlled by touch input.
- **Accessibility features shortcut**: Quickly access a frequently used function by tapping ◯ three times.
- **Auto-rotate screen**: Automatically change the screen orientation according to the physical position of the device.
- **Select to Speak**: Allow you to tap items to hear spoken feedback.
- **Switch Access**: Create key combinations to control your device.

05

# Appendix

# Language Settings

Select a language to use on your device.

- Tap ◯ > **Settings** > **System** > **Language & keyboard** > **Language** > **Add language**, and select a language.
  - Touch and hold ☰ and drag it to the top of the language list to set it as a default language.

# LG Bridge

## LG Bridge overview

LG Bridge is an app that helps you manage the photos, music, videos and documents saved on your LG smartphone from your computer conveniently. You can back up contacts, photos and more to the computer or update the device software.

- See LG Bridge help for details.
- The supported features may vary depending on the device.
- LG USB driver is a necessary program to connect your LG smartphone with the computer and is installed when you install LG Bridge.

## LG Bridge functions

- Manage the files on the device from a computer via Wi-Fi connection or mobile data connection.
- Back up data from the device to a computer or restore data from a computer to the device via USB cable connection.
- Update the device software from a computer via USB cable connection.

## Installing LG Bridge on a computer

1 Go to *www.lg.com* from your computer.

2 Select your region.

3 Click **Support** > **Software & Firmware**.

4 Enter the name of your device.
OR
Select by the Product Category.

5 Go to **PC Sync** > **LG Bridge** to download the setup file.
- Go to **Details** to view the minimum requirements for installing LG Bridge.

# Phone software update

## LG Mobile phone software update from the Internet

For more information about using this function, please visit *http://www.lg.com/common/index.jsp*, select your country and language.

This feature allows you to conveniently update the firmware on your phone to a newer version from the Internet without needing to visit a service centre. This feature will only be available if and when LG makes a newer firmware version available for your device.

Because the mobile phone firmware update requires the user's full attention for the duration of the update process, please make sure you check all instructions and notes that appear at each step before proceeding. Please note that removing the USB cable during the upgrade may seriously damage your mobile phone.

- LG reserves the right to make firmware updates available only for selected models at its own discretion and does not guarantee the availability of the newer version of the firmware for all handset models.

# LG Mobile Phone software update via Over-the-Air (OTA)

This feature allows you to conveniently update your phone's software to a newer version via OTA, without connecting a USB cable. This feature will only be available if and when LG makes a newer firmware version available for your device.

To perform the phone software update,

**Settings** > **System** > **Update centre** > **Software Update** > **Check now for update**.

- Your personal data from internal phone storage—including information about your Google Account and any other accounts, your system/application data and settings, any downloaded applications and your DRM licence—might be lost in the process of updating your phone's software. Therefore, LG recommends that you backup your personal data before updating your phone's software. LG does not take responsibility for any loss of personal data.
- This feature depends on the area or service provider.

# Anti-Theft Guide

Set up your device to prevent other people from using it if it's been reset to factory settings without your permission. For example, if your device is lost, stolen, or wiped, only someone with your Google Account or screen lock information can use the device.

All you need to make sure your device is protected is:

- Set a screen lock: If your device is lost or stolen but you have a screen lock set, the device can't be erased using the Settings menu unless your screen is unlocked.
- Add your Google Account on your device: If your device is wiped but you have your Google Account on it, the device can't finish the setup process until your Google Account information is entered again.

After your device is protected, you'll need to either unlock your screen or enter your Google Account password if you need to do a factory reset. This ensures that you or someone you trust is doing the reset.



- Do not forget your Google Account and password you had added to your device prior to performing a factory reset. If you can't provide the account information during the setup process, you won't be able to use the device at all after performing the factory reset.

# Open Source Software Notice Information

To obtain the source code under GPL, LGPL, MPL, and other open source licenses, that is contained in this product, please visit *http://opensource.lge.com*.

In addition to the source code, all referred license terms, warranty disclaimers and copyright notices are available for download.

LG Electronics will also provide open source code to you on CD-ROM for a charge covering the cost of performing such distribution (such as the cost of media, shipping, and handling) upon email request to *opensource@lge.com*.

This offer is valid for a period of three years after our last shipment of this product. This offer is valid to anyone in receipt of this information.

# Regulatory information (Regulation ID number, E-labeling, etc.)

For regulatory details, go to **Settings** > **System** > **Regulatory & safety**.

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# DECLARATION OF CONFORMITY

Hereby, **LG Electronics** declares that this **LM-K410EMW** product is in compliance with the essential requirements and other relevant provisions of Directive **2014/53/EU**.

A copy of the Declaration of Conformity can be found at *http://www.lg.com/global/declaration*

# Contact office for compliance of this product

LG Electronics European Shared Service Center B.V.

Krijgsman 1, 1186 DM Amstelveen, The Netherlands

# More information

## Tempered glass parts

Tempered glass parts of this device are not permanent and they may wear out over time.

- If you drop your device on a hard surface or subject it to severe impact, the tempered glass may be damaged.

  If this happens, stop using your device immediately and contact an LG Customer Service Centre.
- You can purchase protective cases to protect your device from damage on the market.

  Note that these protective cases are not covered under the warranty service provided by LG Electronics and safety is not guaranteed.

## Aspect ratio

Some downloaded apps may not support specific aspect ratio.

In this case, select the most optimal screen ratio for the app or consult the app provider for more information.

# Guide to data transfers

- For the data that can be exchange between LG devices or between the LG device and a third party device, see the following table.

| Type | Item details | LG device → LG device | Third party Android device → LG device | iOS device → LG device |
|---|---|---|---|---|
| Personal data | Contacts, messages, dial logs, calendar, voice recordings | ○ | ○ | ○ |
| | Memos | ○ | X | ○ |
| | Alarms | ○ | X | X |
| Media data | Photos, videos, songs, documents | ○ | ○ | ○ |
| Screen settings | Home screen settings (folders and widgets) | ○ | X | X |
| | Lock screen settings (screen lock settings excluded) | ○ | X | X |
| Apps | Downloaded apps | ○ | ○ | - |
| | Personal data of the downloaded app | ○ | X | |
| Others | Public certificate | ○ | ○ | X |
| | Settings (Wi-Fi, Bluetooth, Calls, sound & notification, accessibility, battery) | ○ | X | X |

- Some data may not be transmitted depending on the software version, app version, operating system, manufacturer or service provider's policy.

| Supported Frequency Bands | Transmitter Output power |
|---|---|
| GSM 900 | **33.5** dBm |
| GSM 1800 | **30.5** dBm |
| WCDMA VIII | **25** dBm |
| WCDMA I | **24.5** dBm |
| LTE B20 | **25** dBm |
| LTE B8 | **25** dBm |
| LTE B3 | **24.5** dBm |
| LTE B1 | **24.5** dBm |
| LTE B7 | **24** dBm |
| LTE B38 | **24** dBm |
| BT | **8.78**dBm |
| WLAN 2.4GHz | **15.08**dBm |
| NFC | -**32.65**dBuA/m |

# Disposal of your old appliance



1. This crossed-out wheeled bin symbol indicates that waste electrical and electronic products (WEEE) should be disposed of separately from the municipal waste stream.
2. Old electrical products can contain hazardous substances so correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health. Your old appliance may contain reusable parts that could be used to repair other products, and other valuable materials that can be recycled to conserve limited resources.
3. You can take your appliance either to the shop where you purchased the product, or contact your local government waste office for details of your nearest authorised WEEE collection point. For the most up to date information for your country please see *www.lg.com/global/recycling*

# Disposal of waste batteries/accumulators



1. This symbol may be combined with chemical symbols for mercury (Hg), cadmium (Cd) or lead (Pb) if the battery contains more than 0.0005% of mercury, 0.002% of cadmium or 0.004% of lead.
2. All batteries/accumulators should be disposed separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.
3. The correct disposal of your old batteries/accumulators will help to prevent potential negative consequences for the environment, animal and human health.
4. For more detailed information about disposal of your old batteries/accumulators, please contact your city office, waste disposal service or the shop where you purchased the product.

# FAQ

This chapter lists some problems you might encounter when using your device. Some problems require you to call your service provider, but most are easy to fix yourself.

## Device overheats

### Device overheats while it is used.

In the following cases, the battery consumption increases and the device may overheat:

- When you turn on the device for the first time or back up the data
- When running multiple apps simultaneously
  - When multiple apps are running in the background
  - When downloading large files while making a video call or recording a video
- When using features that require high power
  - When watching video streaming on the internet, or recording a long video
  - When playing high-end games for long time
  - When using the device with maximum screen brightness for a long time
- When using lots of mobile data
  - When using Wi-Fi hotspot or tethering
  - When synchronising the data for multiple accounts simultaneously

- Other cases
  - When roaming overseas
  - When using the device in areas with weak signals or no reception
  - When charging the device with the charger/USB cable port that is damaged or contaminated with foreign substance



- Some of the above cases may not apply depending on the features and apps.

### Device overheats while charging.

- The device and the charger may become hot while charging. If the battery temperature rises above a certain level, the device may stop charging.
  - Disconnect the charger from the device and close any running apps. Let the device cool down before charging the device or running an app again.
  - Stop charging if the charger/USB cable port at the lower part of the device overheats, and visit the nearest LG Customer Service Centre.

### How to solve overheating of the device

- Close any running apps or features, and let the device cool down.
- Always update the software to the latest version.
- Turn off Wi-Fi, Bluetooth, or GPS features while not using them.
- Close apps you don't use.
- If you are using the device with maximum screen brightness, decrease the brightness.
- If the device overheats for a prolonged period, stop using it for a while. If the device continues to overheat, visit the LG Customer Service Centre.

### Usage limitations when the device overheats

If the device overheats while using it or charging, some features, apps, or even the device may be turned off.

This is a normal operation for the devices that support this feature.

- If the device temperature rises above a certain level, a warning message appears.
  - If you play high-end games, record videos, or upload large files, the device may overheat for a prolonged period. In this case, a warning message may appear to notify automatic shutdown.

    Turn off the device or close any running apps or features, and let the device cool down.
- The screen brightness and the operating speed may be limited to cool down the device. Any running apps or features may slow down or stop. The device may stop charging.

## SIM card error

Make sure the SIM card is correctly inserted.

## No network connection or dropped network

Signal is weak. Move to a window or an open area.

You are outside the carrier network area. Move and check the network.

## Calls are not available

New network not authorised.

Make sure you have not set call barring for the incoming number.

Make sure you have not set call barring for the number you are dialing.

## Device cannot be turned on

When the battery is completely discharged, your device will not turn on.

Fully charge the battery before turning on the device.

## Charging error

Make sure device is charging at a normal temperature.

Check the charger and its connection to the device.

Use only in-box accessories which are authorised by LG.

## The battery depletes faster than when first purchased

When you expose the device or the battery to very cold or hot temperatures, the battery life may be reduced.

Battery consumption will increase when you use certain features or apps, such as GPS, games or the Internet.

The battery is consumable and the battery life will get shorter over time.

## Error messages appear when launching the camera

Charge the battery.

Free some memory by transferring files to a computer or deleting files from your device.

Restart the device.

If you are still having trouble with the camera app after trying these tips, contact a LG Electronics Service Center.

## The photo quality is poor

The quality of your photos may vary, depending on the surroundings and the photography techniques you use.

If you take photos and videos, standard angle quality is better than wide-angle.

If you take photos in dark areas, at night or indoors, image noise may occur or images may be out of focus.

If you have any problems, reset the options.

## The touch screen responds slowly or incorrectly

If you attach a screen protector or optional accessories to the touch screen, the touch screen may not function properly.

If you are wearing gloves, if your hands are not clean while touching the touch screen or if you tap the screen with sharp objects or your fingertips, the touch screen may malfunction.

The touch screen may malfunction in humid conditions or when exposed to water.

Restart your device to clear any temporary software bugs.

If the touch screen is scratched or damaged, visit a LG Electronics Service Center.

## Hangs or freezes

### Restart the device

- If your device freezes or hangs, you may need to close apps or turn the device off and then on again.

### Perform a boot-up

- A soft reset may be used to reset the device if the screen freezes, or the buttons, touch screen or device are no longer responding.
- To perform a soft reset of your device, simply press and hold the Volume Down and Power keys until the device restarts.

### Reset the device

- If the methods above do not solve your problem, perform a factory data reset.
- On the settings screen, tap **System** > **Restart & reset** > **Factory data reset**.
  - This method resets all settings for the device and deletes data. Before performing the factory data reset, remember to make back-up copies of all important data stored in the device.
  - If you registered a Google Account to the device, you must sign in to the same Google Account after resetting the device.

## Bluetooth device is not located

Make sure the Bluetooth wireless feature is activated on your device.

Make sure the Bluetooth wireless feature is activated on the device you wish to connect to.

Make sure your device and the other Bluetooth device are within the maximum Bluetooth range (10 m).

If the tips above do not solve your problem, contact a LG Electronics Service Center.

## A connection is not established when you connect the device to a computer

Make sure the USB cable you are using is compatible with your device.

Make sure you have the proper driver installed and updated on your computer.

## Downloaded application causes a lot of errors

Application has problems.

Remove and reinstall the application.


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